

**South Lakes Citizens Advice Bureau**  
**(Company Limited by Guarantee)**

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**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**

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# **South Lakes Citizens Advice Bureau**

**Company Limited by Guarantee**

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

**Year ended 31 March 2021**

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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**

<b>Registered charity name</b>	South Lakes Citizens Advice Bureau
<b>Charity registration number</b>	1118656
<b>Company registration number</b>	06113551
<b>Principal office and registered office</b>	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

# **South Lakes Citizens Advice Bureau**

**Company Limited by Guarantee**

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

**Year ended 31 March 2021**

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## **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.

# **South Lakes Citizens Advice Bureau**

**Company Limited by Guarantee**

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

**Year ended 31 March 2021**

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## **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.

# **South Lakes Citizens Advice Bureau**

**Company Limited by Guarantee**

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

**Year ended 31 March 2021**

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## **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.

# South Lakes Citizens Advice Bureau

Company Limited by Guarantee

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

Year ended 31 March 2021

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### 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.

# South Lakes Citizens Advice Bureau

Company Limited by Guarantee

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

Year ended 31 March 2021

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## **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

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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.



Mr Darren Little ACA

Chartered accountant, Independent Examiner

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

Date: 26 October 2021

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# South Lakes Citizens Advice Bureau

Company Limited by Guarantee

## Statement of Financial Activities (including income and expenditure account)

Year ended 31 March 2021

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

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

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

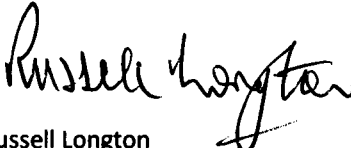
For the year ending 31 March 2021 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

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

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

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.

# **South Lakes Citizens Advice Bureau**

**Company Limited by Guarantee**

**Notes to the Financial Statements**

**Year ended 31 March 2021**

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## **1. GENERAL INFORMATION**

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

# **South Lakes Citizens Advice Bureau**

**Company Limited by Guarantee**

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

**Year ended 31 March 2021**

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## **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.

# South Lakes Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

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## 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.

# South Lakes Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

## 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 £
<b>DONATIONS</b>				
Donations	27,738	<b>27,738</b>	33,157	33,157
Lakeland Donation	10,000	<b>10,000</b>	–	–
Hadfield Trust	5,000	<b>5,000</b>	5,000	5,000
	<u>42,738</u>	<u><b>42,738</b></u>	<u>38,157</u>	<u>38,157</u>

## 6. CHARITABLE ACTIVITIES

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

# South Lakes Citizens Advice Bureau

Company Limited by Guarantee

## Notes to the Financial Statements (continued)

Year ended 31 March 2021

### 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
	<u>123,967</u>	<u>101,995</u>	<u>225,962</u>

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	<u>92</u>	<u>92</u>	<u>531</u>	<u>531</u>

### 8. COSTS OF RAISING FUNDS

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Staff costs	<u>8,000</u>	<u>8,000</u>	<u>8,000</u>	<u>8,000</u>



# South Lakes Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements (continued)

Year ended 31 March 2021

## 9. EXPENDITURE ON CHARITABLE ACTIVITIES BY ACTIVITY TYPE

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

## 10. INDEPENDENT EXAMINATION FEES

	2021 £	2020 £
Fees payable to the independent examiner for:		
Independent examination of the financial statements	<u><b>2,700</b></u>	<u>2,656</u>

# South Lakes Citizens Advice Bureau

Company Limited by Guarantee

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

Year ended 31 March 2021

### 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
	<u>200,017</u>	<u>221,338</u>

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
	<u>8</u>	<u>8</u>

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.

# South Lakes Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

## 14. TANGIBLE FIXED ASSETS

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

## 15. DEBTORS

	2021 £	2020 £
Prepayments and accrued income	9,215	12,522
Other debtors	3,060	3,060
	<b>12,275</b>	<b>15,582</b>

## 16. CREDITORS: amounts falling due within one year

	2021 £	2020 £
Trade creditors	2,915	–
Accruals and deferred income	32,576	4,630
	<b>35,491</b>	<b>4,630</b>

# South Lakes Citizens Advice Bureau

Company Limited by Guarantee

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

Year ended 31 March 2021

### 17. DEFERRED INCOME

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

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).

# South Lakes Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements (continued)

Year ended 31 March 2021

## 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)	–
	<u>117,514</u>	<u>194,943</u>	<u>(148,282)</u>	<u>(9,623)</u>	<u>154,552</u>

	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)	–
	<u>122,448</u>	<u>162,655</u>	<u>(173,206)</u>	<u>5,617</u>	<u>117,514</u>

The specific purposes for which funds are to be 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.

# South Lakes Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements (continued)

Year ended 31 March 2021

## 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
	<u>6,622</u>	<u>124,089</u>	<u>(127,708)</u>	<u>9,623</u>	<u>12,626</u>

	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	–	–	–	–	–
	<u>33,076</u>	<u>101,995</u>	<u>(122,832)</u>	<u>(5,617)</u>	<u>6,622</u>

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.

# South Lakes Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

## 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)
<b>Net assets</b>	<b>154,552</b>	<b>12,626</b>	<b>167,178</b>

	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)
<b>Net assets</b>	<b>117,514</b>	<b>6,622</b>	<b>124,136</b>

## 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
	<b>24,375</b>	<b>32,700</b>