

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 Cumbria United Kingdom LA9 4DP	
Registered office	1 Wainwright's Yard Kendal Cumbria 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.

SOUTH LAKES CITIZENS ADVICE BUREAU

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

FOR THE YEAR ENDED 31 MARCH 2025

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

SOUTH LAKES CITIZENS ADVICE BUREAU

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

FOR THE YEAR ENDED 31 MARCH 2025

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.

SOUTH LAKES CITIZENS ADVICE BUREAU

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

FOR THE YEAR ENDED 31 MARCH 2025

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.

SOUTH LAKES CITIZENS ADVICE BUREAU

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

FOR THE YEAR ENDED 31 MARCH 2025

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.

SOUTH LAKES CITIZENS ADVICE BUREAU

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

FOR THE YEAR ENDED 31 MARCH 2025

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.

SOUTH LAKES CITIZENS ADVICE BUREAU

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

FOR THE YEAR ENDED 31 MARCH 2025

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

		Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Notes							
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

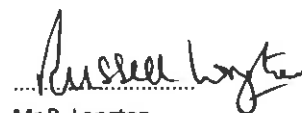
The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2025.

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)

SOUTH LAKES CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

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, Cumbria, 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.

SOUTH LAKES CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

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

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.

SOUTH LAKES CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) **FOR THE YEAR ENDED 31 MARCH 2025**

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.

SOUTH LAKES CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

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.

SOUTH LAKES CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

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

SOUTH LAKES CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

4	Income from charitable activities																(Continued)
Performance related grants analysis																	
	General advice	Debt advice	Benefits advice	Total	General advice	Debt advice	Benefits advice	Total	General advice	Debt advice	Benefits advice	Total					
	2025	2025	2025	2025	2024	2024	2024	2024	2024	2024	2024	2024					
	£	£	£	£	£	£	£	£	£	£	£	£					
Macmillan	-	-	42,768	42,768	-	-	42,324	42,324	-	-	-	42,324					
MaPS Debt Advice	-	37,865	-	37,865	-	46,755	-	46,755	-	-	-	46,755					
WFC Money Advice	-	47,550	-	47,550	-	47,550	-	47,550	-	-	-	47,550					
WFC annual grant	80,000	-	-	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	15,863	-	2,400	18,263					
	141,537	85,415	45,168	272,120	139,363	94,305	44,724	278,392	139,363	94,305	44,724	278,392					

SOUTH LAKES CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

5 Income from investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Interest receivable	7,567	9,133
	<u> </u>	<u> </u>

6 Expenditure on raising funds

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Fundraising and publicity		
Staff costs	6,000	6,000
	<u> </u>	<u> </u>

SOUTH LAKES CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

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

SOUTH LAKES CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

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
	<u>171,429</u>	<u>134,669</u>
Analysed between:		
General advice	95,637	74,153
Debt advice	48,843	40,344
Benefits advice	26,949	20,172
	<u>171,429</u>	<u>134,669</u>
	2025	2024
	£	£
Governance costs comprise:		
Audit fees	3,000	3,000
Legal and professional	-	2,400
	<u>3,000</u>	<u>5,400</u>

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.

SOUTH LAKES CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 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
	<u> </u>	<u> </u>

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	2024
	Number	Number
Casework and project staff	8	8
Administrative staff	1	1
Management staff	1	1
Supervision staff	1	1
	<u> </u>	<u> </u>
Total	11	11
	<u> </u>	<u> </u>

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
	<u> </u>	<u> </u>
	238,801	225,137
	<u> </u>	<u> </u>

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 falling 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.

SOUTH LAKES CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

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

SOUTH LAKES CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

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.

SOUTH LAKES CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

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	-
	<u>6,463</u>	<u>139,636</u>	<u>(167,419)</u>	<u>26,058</u>	<u>4,738</u>
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
	<u>12,293</u>	<u>151,529</u>	<u>(162,950)</u>	<u>5,591</u>	<u>6,463</u>

SOUTH LAKES CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

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

SOUTH LAKES CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

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)	-
	<u>156,465</u>	<u>156,938</u>	<u>(186,071)</u>	<u>(26,058)</u>	<u>101,274</u>
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
	<u>150,282</u>	<u>155,262</u>	<u>(143,488)</u>	<u>(5,591)</u>	<u>156,465</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 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.

SOUTH LAKES CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

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
	<u>101,274</u>	<u>4,738</u>	<u>106,012</u>
	<u>101,274</u>	<u>4,738</u>	<u>106,012</u>
	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
	<u>156,465</u>	<u>6,463</u>	<u>162,928</u>
	<u>156,465</u>	<u>6,463</u>	<u>162,928</u>

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
	<u>21,760</u>	<u>53,020</u>
	<u>21,760</u>	<u>53,020</u>

22 Related party transactions

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