

Company registration No. 07298912 (England & Wales)

Charity No. 1137309

# **North Lancashire Citizens Advice Bureau**

**Trustees' Report and Unaudited Financial  
Statements**

**For The Year Ended  
31 March 2024**



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INTERNATIONAL

# NORTH LANCASHIRE CITIZENS ADVICE BUREAU

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# **NORTH LANCASHIRE CITIZENS ADVICE BUREAU**

## **CHARITY REFERENCE AND ADMINISTRATIVE DETAILS**

**FOR THE YEAR ENDED 31 MARCH 2024**

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<b>Registered charity name</b>	North Lancashire Citizens Advice Bureau (known as Citizens Advice North Lancashire)
<b>Charity registration number</b>	1137309
<b>Company registration number</b>	07298912
<b>Registered office</b>	Oban House 87-89 Queen Street Morecambe Lancashire LA4 5EN
<b>The Trustees</b>	A Hatton-Yeo (Chair) C Hanna (Treasurer) R Tulej (Vice-Chair) D Whitaker J Ashworth M Smyth (Resigned 1 July 2023) C Hartley (Resigned 30 May 2023) R Jones (Resigned 30 May 2023) R Simmons (Appointed 5 September 2023) L Cookson-Rabouhi (Appointed 5 September 2023) L Denison (Appointed 5 September 2023) J Dalton (Appointed 28 November 2023) P Stubbins (Appointed 28 November 2023) T Dant (Resigned 31 December 2023)
<b>Chief Officer</b>	J Young (from 1 September 2023) H Greatorex (until 31 August 2023)
<b>Independent Examiner</b>	MHA 14 Mannin Way Lancaster Business Park Lancaster LA1 3SW

# **NORTH LANCASHIRE CITIZENS ADVICE BUREAU**

## **TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS REPORT AS REQUIRED BY COMPANY LAW) FOR THE YEAR ENDED 31 MARCH 2024**

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The Board of Trustees, who are also directors of the charity for the purposes of the Companies Act, submit their annual report and the unaudited financial statements for the year ending 31 March 2024, which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, 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).

### **1 Structure**

North Lancashire Citizens Advice Bureau (operating as Citizens Advice North Lancashire) was incorporated on 29 June 2010 as a company limited by guarantee. The company registration number is 07298912. The charity is governed by a Memorandum & Articles of Association, dated March 10<sup>th</sup> 2020 which has been updated as of 7th September 2023 to reflect the correct charity name, in line with requirements from Companies House. This was minuted at our last AGM. The charity registration number is 1137309.

The administrative details of the charity are set out on page 1 of the accounts including the charity's principal office. The trustees, who are also the directors for the purpose of company law, and who served during the year were:

A Hatton-Yeo (Chair)  
C Hanna (Treasurer)  
R Tulej (Vice-Chair)  
D Whitaker  
J Ashworth  
M Smyth (Resigned 1 July 2023)  
C Hartley (Resigned 30 May 2023)  
R Jones (Resigned 30 May 2023)  
R Simmons (Appointed 5 September 2023)  
L Cookson-Rabouhi (Appointed 5 September 2023)  
L Denison (Appointed 5 September 2023)  
J Dalton (Appointed 28 November 2023)  
P Stubbins (Appointed 28 November 2023)  
T Dant (Resigned 31 December 2023)

The number of Trustees is governed by the Articles of Association and is fixed at a maximum of 15. The present establishment is 10.

Members of management & staff and volunteer representatives may be appointed by Trustees to serve on the Board but have no voting rights. Potential Trustee Board members are provided with an information-pack, asked to complete an application form and are interviewed by the Board Chair or Vice Chair & at least one other Trustee, before membership to the Trustee Board is proposed. The prospective Trustee will be invited to visit organisation locations.

An appropriate process of induction will be undertaken governed by the new Trustee's relative experience and knowledge of Citizens Advice activities. The new Trustee will also complete and sign a confidentiality agreement, declaration of interest, a skills assessment and code of conduct. An information assurance online assessment must be completed, and certificate provided. Health and safety policy and equality and diversity policy will be discussed and agreed.



# NORTH LANCASHIRE CITIZENS ADVICE BUREAU

## TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS REPORT AS REQUIRED BY COMPANY LAW) FOR THE YEAR ENDED 31 MARCH 2024

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### 2 Governance and Management

The Charity is governed by its Trustee Board which meets quarterly. Certain work is delegated to two sub-committees who also meet quarterly, as follows:

a **Finance:** Oversee the financial leadership of the charity, on behalf of the Board of Trustees, to ensure its short and long-term viability. Assist the Chair, Trustees and the Chief Executive in ensuring that the Board fulfils its duties and responsibilities for the proper financial governance of the Charity.

b **Strategy:** Is responsible for ensuring the policies and membership standards are implemented and overseeing the production of the Strategic and Business plans.

In addition the Remuneration Committee meets annually to discuss staff compensation in line with budget planning.

Each Group comprises Trustees, management & staff and reports to the Trustee Board who will have final say on decision making.

Citizens Advice North Lancashire is a member of the national Citizens Advice network for which we pay an annual affiliation membership fee. Membership provides a framework for standards of advice & casework management, governance, strategic planning, risk, financial, people, operational performance, management, partnership working and Research and Campaigns.

Operating policies are independently determined by the Trustees of Citizens Advice North Lancashire annually in order to fulfil its charitable objects and to comply with the national Citizens Advice membership rules.

The charity also co-operates & liaises with a number of other charitable bodies & statutory agencies on behalf of clients. Where one of the Trustees holds the position of trustee/director of another charity they are required to declare it, may take part in discussions regarding that other charity, but not in the ultimate decision-making process.

The Trustee Board is sensitive to potential risks to which the charity may be exposed. Each sub-Group is charged with putting in place processes & systems to mitigate those risks and the Trustee Board will regularly review appropriate risk management arrangements.

Day to day, management of the Charity's affairs are given over to the Senior Management Team, made up from the CEO, the Advice Services Director and Finance Manager who in turn report to the Board.

### 3 Objectives and activities

The charity's objectives are to promote any charitable purpose for the benefit of the community in North Lancashire, by the advancement of education, the protection & preservation of health and the relief of poverty, sickness & distress.

To further this purpose, the organisation has offices in Morecambe and Lancaster and in a number of outreach locations for the provision of advice & guidance to people faced with problems in relation to social welfare law.

# **NORTH LANCASHIRE CITIZENS ADVICE BUREAU**

## **TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS REPORT AS REQUIRED BY COMPANY LAW) FOR THE YEAR ENDED 31 MARCH 2024**

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### **3 Objectives and activities (continued)**

The aims of the Citizens Advice North Lancashire service are:

- to provide the advice that people need for the problems they face
- provide access to free confidential, impartial advice for everyone wherever they are located in our District
- maximise use of resources
- reduce delays in provision of service
- empower clients to help themselves
- extend our service throughout the district through partnerships and outreach and through digital means
- address the wider determinants of health
- to improve unfair policies & practices that affect people's lives

The advice provided by the Citizens Advice North Lancashire service is free, independent, confidential & impartial, available to everyone, regardless of race, gender, disability, sexual orientation, religion, age, or nationality.

### **2023/24**

This year has seen the implementation of our new strategic plan. The key objectives of the plan were as follows:

- We will ensure that our advice services are accessible to all.
- We will focus on advice and wellbeing, to ensure positive impacts for clients.
- We will value and build on our partnership working across the District.
- We will value, support and develop our staff, making CANL a great place to work.
- We will value, train and celebrate our volunteers who support and enhance our service.
- Our Research and Campaigns will have impact locally, regionally and nationally.

During 2023/24 we have secured new funding to allow us to work more closely in partnership with other organisations including Morecambe Bay Foodbank, The Trussell Trust, Lancaster City Council, The NHS (locally via the Bay Medical Group), MacMillan and Cadent. We administer the Household Support Fund in partnership with Lancaster City Council.

We have worked hard to improve access to our service by diversifying the ways in which people can refer, contact us and receive advice including in person, over the phone, by email and via home visits and drop-in locations across the District.

We have focused on improving the employment offer, providing enhanced holidays and sick pay and looking at remuneration and progression to retain staff. We have renovated our spaces, opening a new office in Lancaster and we have undertaken building work at Morecambe to create a better reception area and have repainted and redecorated the interior.

Our volunteer coordinator has had a significant impact, allowing us to welcome new volunteers to CANL to support our service, as we, like many charities, lost many older volunteers due to the pandemic.

Our Research and Campaigns have focused on the Cost of Living, the inadequacy of some benefits and the costs of School Uniform. We know that many of these campaigns have had impact, including references to our work made within Parliament and at the DWP select committee. Some local schools have made changes to their uniform policies as a result of our research work which was undertaken in partnership with Morecambe Bay Foodbank.



## **NORTH LANCASHIRE CITIZENS ADVICE BUREAU**

### **TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS REPORT AS REQUIRED BY COMPANY LAW) FOR THE YEAR ENDED 31 MARCH 2024**

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#### **3 Objectives and activities (continued)**

We have increased the numbers of clients coming to us for help in recent months and are able to help more residents than ever before. We intend to embed our new partnership way of working in the coming year and to apply for further funding to allow our brilliant teams to keep helping as many residents as possible.

To maintain operational integrity, day-to-day operating procedures, practices, protocols & documentation, have been standardised and harmonised across all our work. The organisation conforms with the Citizens Advice National Membership Scheme, as well as the Advice Quality Standard in advice and in casework and the Specialist Quality Mark Scheme where required. We are regulated by the Financial Conduct Authority and we hold the Specialist Quality Mark.

The organisation achieved the highest rating under Citizens Advice Leadership and Management audit in 2022. The organisation's quality of advice achieved the highest RAYG rating over the last 3 years.

Our Business/Strategic Planning includes: risk analysis, financial procedures, training and funding strategy, Research and Campaigns and is regularly reviewed by the Trustee Board.

The Trustees of Citizens Advice North Lancashire believe they have complied with the duty in Section 4 of the Charities Act 2006, to have due regard to the public benefit guidance published by the Charity Commission. The Trustees have also confirmed that the major risks to the charity are regularly reviewed, and systems and procedures are in place to mitigate those risks.

#### **4 Achievements and performance**

In 2023-4 we helped 7,578 people with 28,348 issues, generating a total of £14,939,070 for our local economy.

Our clients are mostly women (59%) and mostly people of working age. Our clients are mostly sick or disabled (64%) and are mostly white British.

The top issues that we helped with in 2023/4 were Benefits, Charitable Support and Foodbanks, Debt, Utilities and Communications, Housing, Relationship and Family problems, Legal problems and Employment issues.

We work across all wards in our District but the highest number of clients come from the 5 most deprived wards:

- Harbour (now West End)
- Westgate
- Skerton West (now Scale Hall)
- Poulton
- Skerton East (now Skerton)

#### **What is the impact of our work?**

We can measure the impact of our work in various ways.

Firstly, we can measure direct financial impact, which shows that in 2023/4 we generated an amazing **£14,939,070** for our local economy in maximised incomes, reduced debts, debts written off, back payments claimed, appeals supported and challenges given to statutory agencies such as the DWP. We also prevented homelessness which costs our local authority a huge amount of money. Most importantly, these increased amounts of money help people to cope, makes them feel better, prevents foodbank use and otherwise prevents destitution.

# **NORTH LANCASHIRE CITIZENS ADVICE BUREAU**

## **TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS REPORT AS REQUIRED BY COMPANY LAW) FOR THE YEAR ENDED 31 MARCH 2024**

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### **4 Achievements and performance (continued)**

#### **What is our value to society?**

Citizens Advice nationally analyses our cases each year and calculates the value of our work to our community in a number of ways. In 2023/4 the figures are as follows:

- Citizens Advice nationally analyses our cases each year and calculates the value of our work to the community. The total public value of our work in 2023/4 was calculated to be £20,087,216
- Our expenditure for 2023/4 was £979k meaning that the average cost of seeing a client was £129.18
- Each client appointment generated an average of £1,971.37 per client, per year, in maximised incomes

### **5 Financial review**

Total income for the year was £875,450 (2023: £771,206), and the deficit for the year was £103,632. This deficit arose due to planned expenditure from restricted reserves together with a one-off restructuring charge.

The Trustee Board has agreed an unrestricted reserves policy equal to 3 months operating costs which would enable the Charity to maintain a sufficient level of reserves to enable funding of its normal programme of services to clients on a steady-state basis. This would also facilitate an orderly wind-down process in the event such was required.

The Trustees have considered the risks in respect of normal operating expenditure, redundancy costs, and restricted and unrestricted income. Citizens Advice North Lancashire enjoys resilient income streams from multiple, reliable sources and the Trustees believe that the policy of 3 months running costs is sufficient.

At 31st March 2024, unrestricted reserves stood at £334,987 (2023: £375,350) and restricted reserves were £28,849 (2023: £92,118). The Trustees will continue to strive to manage the Organisation's finances so that an adequate level of reserves can be maintained, in compliance with the reserves policy. Total free reserves after deduction of fixed assets are £293,952 (2023: £327,498).

The Trustees in particular wish to thank and acknowledge Lancaster City Council's support for the work of the charity both through its core grant but also through the partnership work we do to administer the Household Support Fund which has been hugely positive.

'The Trustees also wish to thank the following organisations for their support of the following projects:

- The Trussell Trust
- Morecambe Bay Foodbank
- Money Advice Service Debt Advice Project (MAS DAP - now known as the Money Advice and Pensions Service) - Debt
- The Henry Smith Charity - Welfare Benefits
- Awards for All from the National Lottery who have enabled us to renovate our building
- The Guardian Newspaper
- Macmillan
- Cadent
- Bay Medical Group
- The Walney Extension Fund
- The National Lottery Community Fund - Advice Matters in the community.



## **NORTH LANCASHIRE CITIZENS ADVICE BUREAU**

### **TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS REPORT AS REQUIRED BY COMPANY LAW) FOR THE YEAR ENDED 31 MARCH 2024**

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#### **6 Plans for the future**

Citizens Advice North Lancashire intends to continue the activities outlined above, subject to continued funding and to be proactive at taking opportunities for income generation opportunities, especially in the Health arena.

We remain alert to the crisis in the cost of living in the context of continued high inflation, and the need to make the services provided more accessible and to ensure we have the right people in the right places to develop and grow our service.

The Trustee Board will continue to review its own internal operating policies, practices & expenses, in order to optimise the range & scope of client services. This will include the consideration of the means & available hours for client access, publicity & promotion of the work of the charity and the potential for securing new sources of funding for new services. Recruitment & training of volunteers will remain a priority, with new roles identified to meet client needs and implement our strategic planning, together with continued training & personal development, where appropriate, of paid and unpaid staff.

Further opportunities will be sought for funding and developing collaborative arrangements to serve the local community, through local government departments and with other charitable & support agencies.

#### **7 Statement of Trustees' responsibilities**

The trustees (who are also the directors for the purposes of company law) are responsible for preparing the Trustees Annual Report and the financial statements in accordance with applicable law and regulations. The trustees have taken advantage of the small companies' exemption in the Companies Act 2006.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and the income and expenditure of the charity for that period.

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements and;
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

## NORTH LANCASHIRE CITIZENS ADVICE BUREAU

### TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS REPORT AS REQUIRED BY COMPANY LAW) FOR THE YEAR ENDED 31 MARCH 2024

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#### 7 Statement of Trustees' responsibilities (continued)

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

On behalf of the board of trustees (who are also directors under company law)

*Dr. Alan Hatton-Yeo MBE*

.....  
Dr. Alan Hatton Yeo - MBE  
Chair of Trustees

*3 September 2024*  
.....



# **NORTH LANCASHIRE CITIZENS ADVICE BUREAU**

## **INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF NORTH LANCASHIRE CITIZENS ADVICE BUREAU**

**FOR THE YEAR ENDED 31 MARCH 2024**

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I report on the accounts of the charitable company for the year ended 31 March 2024 which are set out on pages 10 to 24.

### **Responsibilities and basis of report**

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

Having satisfied myself that the accounts of the charitable 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 your company'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 charitable company's 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 England & Wales (ICAEW), which is one of the listed bodies.

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

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts 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 accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities.

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.



**Jack Steer ACA**  
Independent Examiner  
MHA  
14 Mannin Way  
Lancaster Business Park  
Lancaster  
LA1 3SW

*3 September 2024*  
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# NORTH LANCASHIRE CITIZENS ADVICE BUREAU

## STATEMENT OF FINANCIAL ACTIVITIES

(INCORPORATING THE INCOME AND EXPENDITURE ACCOUNT)

FOR THE YEAR ENDED 31 MARCH 2024

		Unrestricted funds £	Restricted funds £	Total funds 2024 £	Total funds 2023 £
<b>Income from:</b>					
Donations and legacies	3	4,505	-	4,505	3,350
Charitable activities	4	352,881	507,146	860,027	763,283
Investments	5	10,526	-	10,526	3,761
Other income	6	392	-	392	812
<b>Total</b>		<b>368,304</b>	<b>507,146</b>	<b>875,450</b>	<b>771,206</b>
<b>Expenditure on:</b>					
Charitable activities	7	408,404	570,678	979,082	695,994
<b>Total</b>		<b>408,404</b>	<b>570,678</b>	<b>979,082</b>	<b>695,994</b>
<b>Net income/(expenditure)</b>		<b>(40,100)</b>	<b>(63,532)</b>	<b>(103,632)</b>	<b>75,212</b>
<b>Transfers between funds</b>	<b>23</b>	<b>(263)</b>	<b>263</b>	<b>-</b>	<b>-</b>
<b>Net movement in funds</b>		<b>(40,363)</b>	<b>(63,269)</b>	<b>(103,632)</b>	<b>75,212</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		375,350	92,118	467,468	392,256
<b>Total funds carried forward</b>	<b>17</b>	<b>334,987</b>	<b>28,849</b>	<b>363,836</b>	<b>467,468</b>

The Statement of Financial Activities includes all gains and losses in the year and therefore a statement of total recognised gains and losses has not been prepared.

All of the above amounts relate to continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

The notes on pages 13 to 24 form part of these financial statements.

# NORTH LANCASHIRE CITIZENS ADVICE BUREAU

## BALANCE SHEET

AS AT 31 MARCH 2024

		2024		2023	
		£	£	£	£
<b>Fixed assets</b>					
Tangible assets	12		41,035		47,852
<b>Current assets</b>					
Debtors	13	135,598		133,520	
Cash at bank and in hand		469,499		429,330	
		605,097		562,850	
<b>Creditors:</b> amounts falling due within one year	14	(282,296)		(143,234)	
<b>Net current assets</b>			322,801		419,616
<b>Total assets less current liabilities</b>			363,836		467,468
<b>Net assets</b>			363,836		467,468
<b>Funds:</b>					
Unrestricted funds			334,987		375,350
Restricted income funds			28,849		92,118
<b>Total funds</b>	17		363,836		467,468

For the year ended 31 March 2024 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

### Trustees' responsibilities:

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

These accounts were approved by the members of the committee and authorised for issue on the 3 September 2024 and are signed on their behalf by:

Dr. Alan Hatton-Yeo MBE

Dr. Alan Hatton Yeo - MBE

Chair of Trustees

Company Registration Number: 07298912

The notes on pages 13 to 24 form part of these financial statements.

# NORTH LANCASHIRE CITIZENS ADVICE BUREAU

## CASH FLOW STATEMENT

FOR THE YEAR ENDED 31 MARCH 2024

	2024 Total £	2023 Total £
<b>Cash generated in operating activities</b>	<b>54,289</b>	<b>(60,524)</b>
<b>Cashflows from investing activities</b>		
Investment income	(10,526)	(3,761)
Purchase of tangible fixed assets	(3,594)	(25,627)
<b>Cash provided by investing activities</b>	<b>40,169</b>	<b>(89,912)</b>
<b>Increase in cash and cash equivalents in the year</b>	<b>40,169</b>	<b>(89,912)</b>
Cash and cash equivalents brought forward	429,330	519,242
<b>Cash and cash equivalents carried forward</b>	<b>469,499</b>	<b>429,330</b>
<b>Reconciliation of net movement in funds to net cashflow from operating activities</b>		
Net movement in funds	(103,632)	75,212
Investment income received	10,526	3,761
Depreciation	10,411	5,715
Increase in debtors	(2,078)	(91,461)
(Decrease)/increase in creditors	139,062	(53,751)
<b>Net cash generated in operating activities</b>	<b>54,289</b>	<b>(60,524)</b>
<b>Components of cash and cash equivalents</b>		
Cash at bank and in hand	469,499	429,330
	<b>469,499</b>	<b>429,330</b>

The notes on pages 13 to 24 form part of these financial statements.



# **NORTH LANCASHIRE CITIZENS ADVICE BUREAU**

## **NOTES TO THE ACCOUNTS**

**FOR THE YEAR ENDED 31 MARCH 2024**

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### **1 Accounting policies**

#### **Legal form**

The charity constitutes a limited company, limited by guarantee as defined by the Companies Act 2006, incorporated in England and Wales. The address of the charity, the nature of its operations and its principal activities are all detailed in the Trustees' report and charity administrative details pages in these financial statements.

#### **Basis of accounting**

The charity constitutes a public benefit entity as defined by FRS102. The financial statements have been prepared in accordance with the accounting policies set out in note to the accounts and comply with the charity's governing document, the Charities Act 2011 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).

The financial statements have been prepared on a going concern basis under the historical cost convention. The financial statements are prepared in sterling which is the functional currency of the charity.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

#### **Preparation of the accounts on a going concern basis**

The trustees consider the charity to have a sufficient level of working capital to see it through the upcoming months and there is reasonable expectation that the charity has adequate resources to continue operations for the foreseeable future. Accordingly, the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

#### **Taxation**

The charity is recognised by HMRC as a UK Charity and is entitled to exemptions from corporation tax.

#### **Income**

Donations are included as they are receivable by the charity, except insofar as they are incapable of financial measurement.

Grants received to finance the activities of the bureau are credited to the SOFA in the period to which they relate. Grants received in advance of the period in which the funder requires the expenditure to be applied will be reflected in deferred income within the balance sheet.

No income is shown net of expenditure.

#### **Expenditure**

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required, and the amount of the obligation can be measured reliably.

Irrecoverable VAT is charged as a cost in "other costs" within charitable activities expenditure.

# NORTH LANCASHIRE CITIZENS ADVICE BUREAU

## NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2024

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### 1 Accounting policies (continued)

Support costs are those which assist the work of the charity but do not directly represent charitable activities and include office costs and governance costs. They are incurred directly to support the objectives of the charity. Where costs cannot be directly attributed to a particular heading, they have been allocated on a basis consistent with the use of the resources.

#### Tangible fixed assets

Tangible fixed assets other than freehold land are stated at cost less depreciation. Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

Freehold buildings	-	4% straight line on original cost value
Equipment	-	25% straight line on original cost value
Fixtures and fittings	-	25% straight line on original cost value

Freehold land is not depreciated.

#### Debtors and creditors

Debtors and creditors with no stated interest rate and receivable and payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

#### Cash and cash equivalents

Cash represents cash held on call at banks and cash held in hand.

#### Pensions

The charity operates a defined contribution pension scheme for all of its employees. Contributions paid are charged to the SOFA in the period to which they relate.

#### Accumulated funds

Unrestricted funds - these are available for use at the discretion of the trustees in furtherance of the general activities of the charity

Restricted funds - these are subjected to restrictions on their expenditure imposed by the donor. The restricted fixed asset fund represents assets purchased from specific grants and funds future depreciation of those assets.

Designated funds - these are allocated out of unrestricted funds by the trustees for specific purposes. The use of such funds is at the trustees' discretion.

#### 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 but does not currently hold any instruments that are classified as "other" in these financial statements. Financial instruments are recognised in the Charity's balance sheet when the Charity becomes party to contractual provisions of the instrument.

#### *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. Financial assets classified as receivable within one year are not amortised.



# NORTH LANCASHIRE CITIZENS ADVICE BUREAU

## NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2024

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### 1 Accounting policies (continued)

#### *Impairment of financial assets*

Financial assets are assessed for indicators of impairment at each reporting end date. Financial assets are impaired where there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, the estimated future cash flows have been affected. The impairment loss is recognised in the statement of financial activities.

#### *De-recognition of financial assets*

Financial assets are derecognised only when the contractual rights to the cash flows from the asset expire or are settled, or when the company transfers the financial asset and substantially all the risks and rewards of ownership to another entity.

#### *Classification of financial liabilities*

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into.

#### *Basic financial liabilities*

Basic financial liabilities, including creditors, 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 receipts discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

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

### 2 Judgements and key sources of estimation uncertainty

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.

There have been no significant judgements, except for those involving estimates, made in the process of applying the above accounting policies.

There are no other key assumptions concerning the future and other key sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

# NORTH LANCASHIRE CITIZENS ADVICE BUREAU

## NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

### 3 Income from donations and legacies

	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
Donations and gifts	4,505	-	4,505	3,350
	<b>4,505</b>	<b>-</b>	<b>4,505</b>	<b>3,350</b>

Income from donations and legacies included £nil in restricted funds and £3,350 in unrestricted funds in the prior year.

### 4 Income from charitable activities

	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
Legal Aid Agency	16,106	-	16,106	39,353
Lancaster City Council	236,253	-	236,253	267,500
Face to Face Debt Advice	-	94,478	94,478	96,899
Household support fund	53,522	-	53,522	-
Big Lottery Community Fund	-	116,271	116,271	115,887
LIP Access to Justice Foundation	-	-	-	12,894
Morecambe Bay foodbank	-	37,500	37,500	-
Trussel Foodbank	-	45,000	45,000	-
Cadent	-	40,685	40,685	-
Citizens Representative	-	26,250	26,250	34,540
Social Welfare Homelessness CW	-	-	-	49,745
Social Welfare CW/ Mentor	47,000	-	47,000	49,000
Social Welfare Hardship	-	-	-	77,450
Bay EHC Project	-	19,214	19,214	5,343
Community Justice Fund	-	27,374	27,374	14,672
McMillan	-	5,482	5,482	-
Mental health	-	8,415	8,415	-
Energy Redress	-	7,263	7,263	-
Food justice	-	41,138	41,138	-
Guardian	-	38,076	38,076	-
	<b>352,881</b>	<b>507,146</b>	<b>860,027</b>	<b>763,283</b>

Income from charitable activities included £265,563 in restricted funds and £497,720 in unrestricted funds in the prior year.

# NORTH LANCASHIRE CITIZENS ADVICE BUREAU

## NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

### 5 Income from investments

	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
Interest receivable	10,526	-	10,526	3,761
	<b>10,526</b>	<b>-</b>	<b>10,526</b>	<b>3,761</b>

All income from investments was unrestricted in the prior year.

### 6 Other income

	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
Other income	392	-	392	812
	<b>392</b>	<b>-</b>	<b>392</b>	<b>812</b>

All other income was unrestricted in the prior year.

### 7 Costs of charitable activities

Activity	Activities directly undertaken (advice & support) £	Total 2024 £	Total 2023 £
Staff costs	703,627	703,627	488,392
Other staff and volunteer costs	14,833	14,833	8,257
Office costs	21,088	21,088	20,864
Premises costs	768	768	521
Other costs	4,708	4,708	24,423
Disbursements	4,469	4,469	4,534
Depreciation	10,411	10,411	5,714
Support Costs (note 8)	219,178	219,178	143,289
	<b>979,082</b>	<b>979,082</b>	<b>695,994</b>

Of the expenditure above, £570,678 (2023: £295,931) related to restricted income funds, and £408,404 (2023: £400,063) related to unrestricted income funds.

# NORTH LANCASHIRE CITIZENS ADVICE BUREAU

## NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

### 8 Support costs

	Total 2024 £	Total 2023 £
Office support costs	52,341	50,819
Premises costs	37,540	33,538
Other costs	13,226	138
Legal costs	-	2,651
Support staff costs	113,166	51,592
Independent examination	2,820	1,298
Other staff costs	-	3,253
Trustees expenses	85	-
	<b>219,178</b>	<b>143,289</b>

### 9 Net income/(expenditure)

	2024 £	2023 £
<b>Net income/expenditure is stated after charging/(crediting):</b>		
Depreciation	10,411	5,715
Independent examiner's remuneration: - independent examination fee	2,820	1,298

### 10 Analysis of staff costs, trustee remuneration and expenses and the cost of key management personnel

	2024 £	2023 £
Wages and salaries	742,896	497,483
Social security costs	58,086	32,158
Other pension costs	15,811	10,343
	<b>816,793</b>	<b>539,984</b>



# NORTH LANCASHIRE CITIZENS ADVICE BUREAU

## NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

### 11 Analysis of staff costs, trustee remuneration and expenses and the cost of key management personnel (continued)

#### Particulars of employees:

The average number of employees during the year was as follows:

	2024 No	2023 No
Number of staff (headcount)	34	27

We are required by statute to disclose any employees remunerated more than £60,000 in the year. No such salaries were paid in either the current or prior year.

The charity trustees were not paid and did not receive any other benefits from employment with the charity in the year (2023: £nil). £85 expenses were repaid to two Trustees in the current year (2023: £nil).

Key management personnel at the charity received aggregate remuneration in the year of £110,514 (2023: £98,671) which includes social security costs and pension contributions.

Redundancy payments of £27,000 were paid by the Charity during the financial year.

### 12 Tangible fixed assets

	Land and buildings £	Equipment £	Fixtures & fittings £	Totals £
<b>Cost</b>				
At 1 April 2023	71,984	68,854	29,031	169,869
Additions	-	3,594	-	3,594
Disposals	-	-	-	-
<b>At 31 March 2024</b>	<b>71,984</b>	<b>72,448</b>	<b>29,031</b>	<b>173,463</b>
<b>Depreciation</b>				
At 1 April 2023	48,048	62,057	11,912	122,017
Charge for the year	4,004	1,866	4,541	10,411
Eliminated on disposals	-	-	-	-
<b>At 31 March 2024</b>	<b>52,052</b>	<b>63,923</b>	<b>16,453</b>	<b>132,428</b>
<b>Net book value</b>				
<b>At 31 March 2024</b>	<b>19,932</b>	<b>8,525</b>	<b>12,578</b>	<b>41,035</b>
At 1 April 2023	23,936	6,797	17,119	47,852

# NORTH LANCASHIRE CITIZENS ADVICE BUREAU

## NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

### 13 Debtors: Amounts falling due within one year

	2024 £	2023 £
Other debtors	119,009	132,181
Prepayments	16,589	1,339
	<b>135,598</b>	<b>133,520</b>

### 14 Creditors: Amounts falling due within one year

	2024 £	2023 £
Trade creditors	7,053	5,590
Taxes and social security costs	13,652	11,474
Other creditors	246,680	109,865
Accruals	14,911	16,305
	<b>282,296</b>	<b>143,234</b>

Included with other creditors is grant income received in advance of £227,478 (2023: £92,000).

### 15 Pension costs

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in independently administered funds. The pension cost charge represents contributions payable by the charity to the fund.

	2024 £	2023 £
Contributions payable by the charity for the year	15,811	10,343
	<b>15,811</b>	<b>10,343</b>



# NORTH LANCASHIRE CITIZENS ADVICE BUREAU

## NOTES TO THE ACCOUNTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2024

#### 16 Commitments under operating leases

As at 31 March 2024 the charity was committed to making the following payments under non-cancellable operating leases:

	2024 Other items £	2023 Other items £
Within 1 year	5,098	5,098
Within 2 to 5 years	5,522	10,620
After more than 5 years	-	-
	<b>10,620</b>	<b>15,718</b>

#### 17 Analysis of charitable funds: current year

	At 1 April 2023 £	Income £	Expenditure £	Transfers £	At 31 March 2024 £
<b>Unrestricted funds</b>					
General fund	375,350	368,304	(408,404)	(25,263)	309,987
Designated fund	-	-	-	25,000	25,000
	<b>375,350</b>	<b>368,304</b>	<b>(408,404)</b>	<b>(263)</b>	<b>334,987</b>
<b>Restricted funds</b>					
Face to Face	(743)	94,478	(93,575)	-	160
Community Fund	23,304	116,271	(122,899)	-	16,676
The Henry Smith Charity	47,469	-	(43,400)	-	4,069
Awards for All	5,309	-	(5,309)	-	-
Citizens Representative	13,417	26,250	(39,667)	-	-
Foodbank Caseworker (MbayFB)	(246)	37,500	(37,254)	-	-
Foodbank Caseworker (Trussell)	(246)	45,000	(45,017)	263	-
Cadent Caseworker	(246)	40,685	(40,439)	-	-
McMillan Caseworker	(246)	27,374	(27,128)	-	-
Bay EHC Project	4,346	19,214	(22,524)	-	1,036
Mental Health	-	5,482	(5,482)	-	-
Energy Redress	-	8,415	(5,813)	-	2,602
Food justice	-	7,263	(7,263)	-	-
Guardian	-	41,138	(36,832)	-	4,306
Cost of living	-	38,076	(38,076)	-	-
	<b>92,118</b>	<b>507,146</b>	<b>(570,678)</b>	<b>263</b>	<b>28,849</b>
<b>Total funds</b>	<b>467,468</b>	<b>875,450</b>	<b>(979,082)</b>	<b>-</b>	<b>363,836</b>

## **NORTH LANCASHIRE CITIZENS ADVICE BUREAU**

### **NOTES TO THE ACCOUNTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2024**

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#### **17 Analysis of charitable funds: current year (continued)**

##### **Restricted funds are analysed as follows:**

Face to face debt advice – a restricted fund for the provision of debt advice to the local community. This fund was overspent in the year and is sat in deficit. Further income is expected in 2023/24 for this fund.

Community Fund – National Lottery funding to adapt, extend and expand the work of Citizens Advice North Lancashire in community settings that reach the most vulnerable members of the communities we serve.

The Henry Smith Charity – grant funding to provide specialist advice on Welfare Benefits.

Awards for All – grant funding for improvements to the office including painting, carpets and furniture.

Citizens Representative – to pilot new Citizen's Representative role, which is to prevent poverty of people with complex needs.

Foodbank Caseworker (MBayFB) – Morecambe Bay Foodbank provided a grant to help support people in need of using foodbanks by providing financial and other advice to help reduce foodbank use in the longer term.

Foodbank Caseworker (Trussell) – Trussell Foodbank provided a grant to help identify families in danger of needing to use foodbanks in the near future by working in partnership with schools and foodbanks.

Cadent caseworker – a grant to enable specific advice on all energy related matters.

McMillan Caseworker – a grant to provide financial and other advice to people with cancer and other related illnesses.

Bay EHC Project - Morecambe Bay Education Health and Care grant to provide a more intensive level of support for more vulnerable clients.

Mental health - a one year project funded by the NHS to receive referrals from NHS services and from partners in the community to provide advice to assist people with mental health problems, working one-on-one with them to ensure advice, on-going support and advocacy.

Energy Redress - a two year project to deliver an independent energy advice service, focussing on the most vulnerable households. Our advice includes issues with energy debt, problems with suppliers and the management of pre-payment meters.

Food justice - working in partnership with local organisations dealing with food and wider support including Food Clubs, Foodbanks the NHS and the District Council.

Guardian - a one year project to increase capacity for service delivery to support clients in deprived areas in innovative ways through the cost of living crisis.

Cost of living - a short-term project to help clients through the cost of living crisis by providing additional face to face advice to individuals with disabilities, digital literacy or language issues and internet connectivity problems.

# NORTH LANCASHIRE CITIZENS ADVICE BUREAU

## NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

### 18 Analysis of charitable funds: prior year

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
<b>Unrestricted funds</b>					
General fund	270,462	505,643	(400,063)	(692)	375,350
	<b>270,462</b>	<b>505,643</b>	<b>(400,063)</b>	<b>(692)</b>	<b>375,350</b>
<b>Restricted funds</b>					
Face to Face	-	96,899	(97,642)	-	(743)
Community Fund	19,135	115,887	(111,718)	-	23,304
LIP Access to Justice Foundation	6,596	12,894	(20,182)	692	-
The Henry Smith Charity	67,773	-	(20,304)	-	47,469
Awards for All	9,500	-	(4,191)	-	5,309
Citizens Representative	18,790	34,540	(39,913)	-	13,417
Foodbank Caseworker (MbayFB)	-	-	(246)	-	(246)
Foodbank Caseworker (Trussell)	-	-	(246)	-	(246)
Cadent Caseworker	-	-	(246)	-	(246)
McMillan Caseworker	-	-	(246)	-	(246)
Bay EHC Project	-	5,343	(997)	-	4,346
	<b>121,794</b>	<b>265,563</b>	<b>(295,931)</b>	<b>692</b>	<b>92,118</b>
<b>Total funds</b>	<b>392,256</b>	<b>771,206</b>	<b>(695,994)</b>	<b>-</b>	<b>467,468</b>

Details of funds still in place are included in note 17 of the financial statements.

### 19 Analysis of net assets by funds: current year

	Unrestricted Funds £	Restricted Funds £	Total £
Fund balances at 31 March 2024 are represented by:			
Tangible fixed assets	41,035	-	41,035
Current assets	576,248	28,849	605,097
Creditors: amounts falling due within one year	(282,296)	-	(282,296)
	<b>334,987</b>	<b>28,849</b>	<b>363,836</b>

# NORTH LANCASHIRE CITIZENS ADVICE BUREAU

## NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

### 20 Analysis of net assets by funds: prior year

	Unrestricted Funds £	Restricted Funds £	Total £
Fund balances at 31 March 2023 are represented by:			
Tangible fixed assets	47,852	-	47,852
Current assets	470,732	92,118	562,850
Creditors: amounts falling due within one year	(143,234)	-	(143,234)
Creditors: amounts falling due in more than one year	-	-	-
	375,350	92,118	467,468

### 21 Related party transactions

There are no related party transactions that require disclosure in the current or prior period beyond the Trustee expenses detailed in note 11.

There is no ultimate controlling party in the current or prior period.

### 22 Contingent liability

During 2022, the Charity vacated a rented premises and subsequently had an initial demand for dilapidation costs of approximately £50,000. This initial demand is currently subject to negotiation by the Charity with the connected parties, and positive dialogue is being pursued to arrive at a reasonable conclusion. On this basis, the Charity has not recognised any liability for such costs in these financial statements.

### 23 Fund transfers

A transfer to unrestricted funds of £263 was made from Foodbank Caseworker (Trussell). During the prior year a transfer from unrestricted funds of £692 was made to cover the overspend on the LIP Access to Justice Foundation fund which ceased at the year end.

### 24 Company limited by guarantee

Every member guarantees, in the event of the charitable company being wound up, while he, she or it remains a member, or within 12 months of he, she or it ceasing to be a member, to contribute £1 towards the costs of dissolution and the liabilities incurred by the charity while the contributor was a member.