

Charity registration number 1045340 (England and Wales)

Company registration number 03029782

**MONEY ADVICE AND COMMUNITY SUPPORT SERVICE**

**T/A MONEY ADVICE PLUS**

**ANNUAL REPORT AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2025**

**MONEY ADVICE AND COMMUNITY SUPPORT SERVICE**  
**T/A MONEY ADVICE PLUS**  
**LEGAL AND ADMINISTRATIVE INFORMATION**

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<b>Trustees</b>	Mrs T Church	
	Mr N Gray	
	Ms G S Dunn	
	Mr J D Hyman	
	Ms N Myers	
	Mr A F Horne	(Appointed 17 October 2024)
	Ms C Carson	(Appointed 27 March 2025)
	Mr J Garratt	(Appointed 8 May 2025)
	Ms C Judge	(Appointed 8 May 2025)
<b>Secretary</b>	Ms J Grigg	
<b>Charity number</b>	1045340	
<b>Company number</b>	03029782	
<b>Registered office</b>	Tisbury Road Offices	
	Hove Town Hall	
	Tisbury Road	
	Hove	
	East Sussex	
	England	
	BN3 3BQ	
<b>Auditor</b>	James Todd and Co Limited	
	Drayton House	
	Drayton Lane	
	Chichester	
	West Sussex	
	England	
	PO20 2EW	

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# MONEY ADVICE AND COMMUNITY SUPPORT SERVICE

## T/A MONEY ADVICE PLUS

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**MONEY ADVICE AND COMMUNITY SUPPORT SERVICE**  
**T/A MONEY ADVICE PLUS**  
**CHAIR OF TRUSTEES INTRODUCTION**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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As Chair of Trustees, I am pleased to present this year's Trustees' Report and Financial Statements for Money Advice and Community Support Service. The past year has brought significant challenges, particularly due to the ongoing cost-of-living crisis, which has deeply affected our clients and the charity alike.

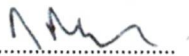
In response, we restructured our services into three core areas: money management, debt and benefits, and support for victim-survivors of domestic and economic abuse. This has enabled us to better focus our efforts and deliver more responsive support.

Despite funding pressures and rising costs, our team continued to deliver high-quality services to thousands of clients across the England. We achieved over £4.3 million in financial gains for our clients, including substantial debt write-offs, increased benefit income, and targeted grant distribution.

We also made important progress in embedding equality, diversity, and inclusion across our organisation, including the development of a lived experience toolkit and working group to ensure client voices shape our services. Our new website, launched in January 2025, improving accessibility and provides vital resources for those seeking support.

None of this would be possible without the dedication of our staff, volunteers, and partners. I extend my heartfelt thanks to everyone who has contributed to our work this year.

As we look ahead, we remain committed to adapting and strengthening our services to meet the evolving needs of the communities we serve.



Ms N Myers  
**Chairman**

Date: 18.12.25



# **MONEY ADVICE AND COMMUNITY SUPPORT SERVICE**

## **T/A MONEY ADVICE PLUS**

### **TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)**

**FOR THE YEAR ENDED 31 MARCH 2025**

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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**

Our mission is to help people manage their money effectively. We will deliver person-centred money advice services. We will actively engage with those who find this the most difficult, improving wellbeing and financial resilience.

Our charitable objects are to provide advice, counsel, support and assistance, according to their needs, to people (and their carers and/or their support agencies) in the United Kingdom who are having difficulty managing their financial affairs because of illness (mental or physical), poverty, old age, or economic abuse and to make such representations, application, education and training provision, policy guidance and research on their behalf (and similarly affected people) to appropriate parties as are relevant to these objects. Furthermore, to undertake such actions as are necessary to support these objectives, which are not specifically mentioned.

#### **Strategies for achieving aims and objectives**

Money Advice Plus exists to address poverty and inequality. To meet our charitable remit and objectives, the Charity has strategic aims and delivers the following activities for the public benefit. We are in the second year of our strategy "pathway to change" and have been working hard to achieve our objectives.

- To maintain and strengthen our services to enable people to deal more confidently with their money.
- To embed our commitment to equity, diversity, and inclusion in everything we do.
- To promote Money Advice Plus to be known as a centre of excellence.
- To ensure staff are enabled to provide high-quality services to our clients.

Our core work is social welfare law, delivering welfare benefits and debt advice and casework. We provide our one-to-one casework service locally in Brighton and Hove and nationwide by phone. Over many years, we have accumulated skills and expertise, developed relationships and refined our approach to casework to be tailored to the specific needs of the individual client. This person-centred approach means we are successful in helping people who find it most difficult to engage with mainstream services.

We specialise in working with clients who find it difficult to engage with mainstream advice services due to access or service limitations. Advisers are both welfare benefits and debt specialists, so clients have one named caseworker for the life of the case.

We work with a wide range of people with additional vulnerabilities, including those with severe mental illness, dementia, fluctuating mental capacity, learning disabilities, physical disabilities, sensory loss, substance misuse, refugees, asylum seekers and victim-survivors of domestic abuse, those who are at risk of losing their tenancy, vulnerable adults with a care need, people affected by cancer, people with multiple social care needs.

The team at Money Advice Plus excels in the safeguarding and soft skills needed to work with hard-to-reach individuals and are experts in building trust and engagement by listening and providing a tailored approach.

# **MONEY ADVICE AND COMMUNITY SUPPORT SERVICE T/A MONEY ADVICE PLUS TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2025**

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## **Criteria used for assessing success**

We have focused on bringing consistency to our service. From a new organisational structure, with an emphasis on quality and training, to bringing in a theory of change and providing oversight of our data management has provided a firm foundation to ensure all of our service delivery enables people who engage with our service to be more confident to deal with their money. More robust data management will enable us to understand our impact better and create a further and stronger case for our work and our funding model.

We have moved forward with technology for both advisers and clients. We are now using technology to improve the advice process, by accessing open-source banking and online credit reports. We will shortly be implementing two more digital processes. The client documentation portal and the digital referral portal. As a trial, the client documentation portal will be used in our financial resilience work. The referral portal will be used by the Gamble Aware project to understand the setup and development required, as it will involve collaboration between project managers and our website developers.

We will be implementing a new benefit calculator for advisers, which will bring consistency, as a single platform will be used by all. Clients will be able to access a free version, which will be hosted on our new website. All data is held in one place, and we can set data retention periods, and cases can be deleted automatically.

## **Public benefit**

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

## **Activities**

### **Maintaining and strengthening our services to enable people to deal more confidently with their money**

We've made meaningful progress in improving how we deliver services, ensuring that every client interaction is thoughtful and supportive. Key milestones include reviewing processes across both sites, enhancing induction, referral pathway and adding self-help tools to our website. These changes have helped create a more cohesive and responsive service environment. Clients now experience more consistent and confident support, and staff are better equipped to deliver high-quality advice. Our commitment to quality is visible in every stage of the client journey. We will continue developing accessible resources and conduct a digital access survey to ensure our services remain inclusive and relevant in an increasingly digital world.

### **Embedding our commitment to equality, diversity, and inclusion in everything we do by**

We've completed foundational reviews of EDI procedures and feedback pathways, and established a lived experience working group. These efforts have laid the groundwork for a more inclusive and representative organisation. Our services are becoming more attuned to the diverse needs of our clients and staff. The lived experience toolkit is helping us listen more deeply and act more meaningfully. We will finalise and implement the EDI strategy, ensuring it is embedded across all areas of our work. A board update and resource planning will support this integration

### **Promoting Money Advice Plus to be known as a centre of excellence**

We've strengthened our public profile through a new website and reviewed our communications needs. These steps have helped clarify our identity and improve how we present our work externally. MAP is increasingly recognised for its expertise and commitment to quality. Our visibility has grown, and we are better positioned to influence and collaborate. We will develop a communication and social media strategy, expand professional training, and refine our market position. These actions will help us reach new audiences and deepen our impact.

### **Ensuring staff are enabled to provide high-quality services to our clients**

These achievements reflect our commitment to supporting staff with the tools and clarity they need to manage their work effectively. By establishing adviser caseload frameworks and identifying IT resource needs, we've taken important steps toward creating a more structured and responsive working environment. Staff feel more supported and empowered, which directly enhances the quality of service provided to clients. Our internal culture is becoming more resilient and responsive. We will evaluate line management practices and our recruitment and induction processes, along with completing a staffing structure review, and assessing accommodation needs to ensure our physical spaces support our mission.



**MONEY ADVICE AND COMMUNITY SUPPORT SERVICE  
T/A MONEY ADVICE PLUS  
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

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**Social Welfare law: Welfare Benefits and Debt: Specialist level: casework up to and including representation**

- Deal with problem debt and understand their rights and legal action available to creditors, act on client's behalf and respond to creditor action, make arguments for debts to be written off, make affordable and sustainable repayment offers, administer debt relief orders, apply for bankruptcy.
- Claim state benefits and tax credits, understand their entitlements, appeal welfare benefits decisions (reconsideration, tribunal and judicial review), advise on cost savings, apply for grants, maximise income and take them through the insolvency process.
- Understand their rights and responsibilities with Level 1 Immigration one-to-one advice and casework, which supports welfare benefits advice for people with various immigration statuses.

**Financial Resilience Coaching: helping people look at and understand their relationship with money**

- Be more in control of their finances.
- Be more confident in planning their own finances.
- Be more confident in how to save money.
- Have a financial goal.

**Grant distribution: Distributing grants to those most in need.**

- To support the energy crisis
- To support those who are at work or returning to work.
- To support victim-survivors by delivering the Home Office Flexible fund
- To support Brighton and Hove City Council and those accessing the local discretionary fund

**Money Management: provides a money-handling service offered to the most vulnerable.**

- We act as a 'Deputy in the Court of Protection' and 'appointee for welfare benefits.'
- We provide crisis support, debt advice, and immediate benefit claims for stabilising income.
- We maintain their debt through a small debt management plan and ongoing income through benefit claims.
- We provide one-to-one, day-to-day money management in cash delivery, bill paying and budget administration.
- Working with the client to provide as much independence as possible while maintaining their well-being and home.

**Legal policy / Pressing for change. We use our expertise to drive policy change, and this year, we have**

- Supported HMRC to develop an interactive version of the cabinet office economic abuse toolkit
- Working with the DWP in a series of workshops to improve how vulnerable clients engage with them
- Continuing to advocate that the Economic Abuse Evidence Form be implemented across different sectors by working with regulatory bodies, including UK Finance, HMRC, Local Government Associations, and Ofgem
- Attending an Economic Abuse round table hosted by Victoria Akins, MP Financial Secretary to the Treasury
- Developing and delivering accredited training on Economic Abuse and Debt
- Developing and delivering accredited training on Economic Abuse and Creditors
- Developing and delivering training on financial resilience.

**Achievements and performance**

**Significant activities and achievements against objectives**

Our charitable purpose is to "help people manage their money effectively"; we address this by providing the services described above. Our performance demonstrates evidence of the practical benefit of our services. The previous year's figures are held in brackets.

In 2024-25, we received 4,350 (4,002) enquiries into our service and assisted 4,350 (3470).

1,888 [1,714] people were supported in the community of Brighton and Hove.

329 [379] had a care plan with a local authority and received our money-handling service. We are Deputies in the Court of Protection for three people.

2,114 [1,709] people were supported across England.

1,370 [895] were victim-survivors of domestic abuse.

# **MONEY ADVICE AND COMMUNITY SUPPORT SERVICE T/A MONEY ADVICE PLUS TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2025**

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**The result of this work was**

## **Boosted Benefit Income by £1.92 Million**

- We've increased benefit income by £1,926,056 this year, compared to £1,877,094 last year. This increase has had a direct and significant impact on improving the quality of life for countless individuals and families.

## **Secured £218,440 in One-off Benefit Payments**

- Our team has successfully unlocked one-off benefit payments totalling £218,440, providing a crucial financial lifeline. While this is slightly lower than last year's £280,204, it still represents life-changing support for those in need.

## **Delivered £41,074 in Discretionary Housing Payments**

- We've ensured housing stability by securing £41,074 in Discretionary Housing Payments (compared to £80,567 last year). This funding has prevented homelessness and helped people keep a roof over their heads.

## **Distributed £79,884 in Charitable Grants**

- Through our partnerships, we've distributed £79,884 in charitable grants, providing essential support to those facing severe financial challenges. Although it's a decrease from £100,788 last year, each grant has made a profound difference in people's lives.

## **Debt Write-Off of Over £1,601,698 Through Insolvency**

- We've written off £1,601,698 of debt through insolvency (up from £848,288), relieving hundreds of clients from the heavy burden of unmanageable debt.

## **Debt Write-Off (Non-Insolvency) Totals £792,072**

- In addition, we helped write off £792,072 in debt outside of insolvency, including £535,188 specifically for victim-survivors of economic abuse.

## **Negotiated Payment Reductions of Over £13,276 Annually**

- By negotiating with creditors, we've successfully reduced annual payments for clients by £13,276. This allows families to keep more of their income for daily essentials, offering much-needed breathing space.

## **The Bigger Picture: Changing Lives Through Financial Empowerment**

These figures aren't just numbers, they represent real people and real transformations. From preventing homelessness to helping victim-survivors escape financial abuse, our efforts are creating lasting, meaningful change in communities.

**Altogether, with charitable payments and other financial outcomes, our clients were better off by a total of £4,371,904 for the year, an average of £2,028 per client or £5.60 for every £1 spent on our debt and benefit advice and casework services.**

The impact of our Money Handling service was

- 329 [379] people received a money-handling service, primarily in Brighton and East Sussex.
- £313,396 of benefits were claimed
- £4,433,850 [£5,029,530] of clients' money was handled. This comprises of clients' income received and used to fulfil their weekly and monthly budget requirements, pay bills and debts, and provide weekly cash and savings. This figure also includes the grant monies distributed to individuals as they struggle to meet increased living costs. £4,014,247 of this was DWP welfare benefits.
- We paid out £66,929 for B&HCC as weekly subsistence payments for asylum seekers
- We made payments to the value of £4,783,473 [£5,143,437] ensuring essential bills were paid and clients had appropriate access to their money.
- This represents 53,075 transactions, over 1,000 each week



# MONEY ADVICE AND COMMUNITY SUPPORT SERVICE

## T/A MONEY ADVICE PLUS

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

#### FOR THE YEAR ENDED 31 MARCH 2025

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#### Training

Our training work continues to grow, and this year we delivered 19 courses in partnership with Surviving Economic Abuse, 50% more than in 2023-2024. We trained over 300 people across the debt advice sector and financial services firms. This included Citizen Advice, Barclays Bank, HSBC and Cabot, choosing one of three courses: Economic Abuse and Debt, Economic Abuse and Debt Management Companies and Economic Abuse Evidence Form Training. Those who completed the training when asked if they agreed with the following statement, "I have an increased understanding of what economic abuse is", 100% agreed or strongly agreed with this statement.

#### Financial Resilience Workshops

The Lift Up Project was designed to support individuals who are just about managing financially, with the overarching aim of increasing their financial resilience. This was achieved through a combination of financial capability coaching and targeted grant support. The project focused on empowering clients to take control of their financial situations and work towards sustainable financial goals.

As part of the 2024–2025 programme, seven financial resilience workshops were delivered in collaboration with the Department for Work and Pensions (DWP), the Care Leavers Team at Brighton & Hove City Council, and Southdown Housing. These workshops were attended by a total of 56 participants. The sessions were designed to help individuals plan and manage their finances more effectively, while also encouraging them to set and work towards personal financial goals.

Feedback from the workshops was overwhelmingly positive. A recurring theme in the responses was the value participants found in working alongside others who were experiencing similar financial challenges. This peer support element helped foster a sense of community and shared learning, which many attendees found particularly beneficial.

Following the workshops, attendees were offered the opportunity to access tailored one-to-one Financial Resilience Training with a coach. This personalised support was taken up by 38 clients, allowing them to explore their financial situations in greater depth and receive guidance specific to their needs and goals.

In addition to coaching, the Lift Up Project provided financial grants totalling £20,000. These grants were used in a variety of ways, reflecting the diverse needs of the clients. Examples of grant usage included purchasing essential household items such as washing machines, covering car insurance and travel costs, and in one case, buying barbering equipment to support a client's employment aspirations.

The impact of the workshops was particularly noted by the Care Leavers Team, who were impressed with their content and delivery and reflected on their effectiveness and the positive outcomes for their clients. As a result, further workshops have been arranged in the 2025–2026 period, continuing the momentum and extending the reach of the project.

Overall, the Lift Up Project has made a meaningful difference in the lives of participants by enhancing their financial resilience, providing practical support, and fostering a collaborative environment for learning and growth.

# **MONEY ADVICE AND COMMUNITY SUPPORT SERVICE**

## **T/A MONEY ADVICE PLUS**

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

**FOR THE YEAR ENDED 31 MARCH 2025**

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#### **Financial review**

The Charity requires protection against significant funding cutbacks and needs sufficient funds to meet its contractual obligations towards its staff and to manage any necessary restructuring or termination of its services to its clients, including those on whose behalf the Charity holds funds in designated client accounts.

The Reserves Policy details how the Board is required to manage the reserves, considering the long-term viability and development of the Charity and its services, including establishing designated reserves for development purposes.

The Trustees have set a designated reserve entitled "Closure Costs" at a minimum level equivalent to at least three months of operating costs, considering potential costs such as redundancy costs, lease commitments and maternity leave. The required reserves figure is re-calculated every six months, reviewed by the Finance Sub-Group and reported to the Board. At the year end, this designated reserve stood at £350,000, unchanged.

At the year end, designated reserves for Development Fund and Client Benefit Fund stood at £16,378 and £7,773, respectively.

Closing free reserves, after allowing for any transfers to and from the designated reserves referred to above, were £155,067 compared with £101,062 the previous year. Reserves are predominantly held on deposit with Banks and Building Societies.

#### **Reserves policy**

It is the policy of the charity that unrestricted funds designated for a specific purpose should be maintained at a level equivalent to between three and six month's expenditure. The trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

#### **Fundraising approach**

Over the past year, Money Advice Plus has invested in consultancy support to strengthen our fundraising strategy and increase our capacity to secure new sources of income. This work has focused on building our knowledge of speculative fundraising approaches, beyond traditional grant applications.

With expert guidance, we have developed a regularly updated database of potential funders, helping us to identify and track opportunities that align with our mission. We have also created a series of tailored cases for support, which clearly communicate the impact of our work and the urgent need for funding across different service areas.

These developments mark an important step forward in our fundraising journey, enabling us to approach funders more confidently and strategically, and ultimately helping us to sustain and grow our support for people experiencing financial hardship.

#### **Investment policy**

The Charity monies held for operational purposes and clients' monies will only be invested on an instant access basis with one or more of the four main clearing banks - currently Barclays, HSBC, Lloyds Banking Group and NatWest Group. The maximum amount of the Charity monies held with any one clearing bank should not exceed £1.5 million, while the maximum amount of clients' monies held with any one clearing bank should not exceed £3.5 million. The maximum amount of the Charity and clients' monies held with any one clearing bank must not exceed £ 5 million.

Non-operational Charity monies can be invested with any financial institution with a licence under the Government-backed Financial Services Compensation Scheme (FSCS) up to the limit, currently £85,000; any investment amount should account for any potential accrued interest. The term of any FSCS investment should not exceed twelve months.



# **MONEY ADVICE AND COMMUNITY SUPPORT SERVICE**

## **T/A MONEY ADVICE PLUS**

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

#### **FOR THE YEAR ENDED 31 MARCH 2025**

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#### **Major risks**

Money Advice Plus has a risk register that sets out the risks to the charity in these broad areas: strategic, economic, reputation, regulatory, governance, client money, operational, digital systems and external. The risk register includes an assessment of each risk's likelihood, severity, and potential impact. The responsibility of individual risk sits with the Chief Executive. The Chief Executive reviews the risk with the management team and the chair of trustees. The board receives a summary of the risks and any changes at each board meeting.

Money Advice Plus must be in the best position possible to continue to deliver its services following any event. This does not necessarily mean a disaster; it can be something minor that affects the ability to continue working normally, such as service disruptions or planned service changes. A business continuity plan is contained within the staff manual, which contains guidance and information that may be needed and is updated regularly.

All Policies and Procedures are reviewed and revised under a scheduled framework. The Charity continues to comply with the Quality Mark Standards set by the Advice Quality Standard. Additionally, a good practice is continually developed using client feedback, staff input and sharing through regular team meetings.

Many of our service users are vulnerable adults. Risk assessments are carried out on each vulnerable adult referred to us by Adult Social Care before the referral is accepted. We minimise risk to staff members by having a set of safe working rules within our Health and Safety Policy and procedures. Staff and Trustees receive training in protecting vulnerable adults so they can identify problems and know how to manage them. Trustees also receive safeguarding training, so they understand the team's work. Most of the Chairty's clients are considered vulnerable adults, so all staff (paid and volunteer) and Trustees must have a Disclosure and Barring Service check.

#### **Plans for future periods**

Over the next year, we will work towards delivering Money Advice Plus's vision and mission, mindful of our values and charitable objectives. We will do this using our theory of change objective.

"People have the advice and support they need to manage their money effectively."

We will be extending our 22-25 strategy "pathway to change" for one year to allow us to consolidate the progress we've made while addressing the structural and financial challenges that remain. The next phase will involve completing key initiatives such as embedding our EDI strategy, strengthening our digital provision, and refining our organisational and people processes and structure to support long-term sustainability. We will also navigate external uncertainties, including funding shifts, local authority restructures, and rising operational costs, with resilience and adaptability. This extension offers us the vital space to deepen our impact, modernise our systems, and ensure that our services continue to meet the evolving needs of the people and communities we support. The focus will be on the long-term sustainability of Money Advice Plus and the essential services it provides

#### **Structure, governance and management**

Money Advice and Community Support Service (MACS), trading as Money Advice Plus, is a charitable company limited by guarantee (number 3029782), incorporated on 7 March 1995, and registered as a Charity (number 1045340) on 29 March 1995 and regulated by the Financial Conduct Authority. The Charity was established under a Memorandum of Association and Articles of Association in 1995 which established its objects and powers. In 2015 these documents were combined into one Articles of Association document.

# **MONEY ADVICE AND COMMUNITY SUPPORT SERVICE**

## **T/A MONEY ADVICE PLUS**

### **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:

Mrs T Church	
Mr N Gray	
Mr B P Coverdale	(Resigned 27 September 2024)
Ms G S Dunn	
Mr J D Hyman	
Ms N Myers	
Mr A Moybul	(Resigned 30 September 2025)
Mr A F Horne	(Appointed 17 October 2024)
Ms C Carson	(Appointed 27 March 2025)
Mr J Garratt	(Appointed 8 May 2025)
Ms C Judge	(Appointed 8 May 2025)

#### **Recruitment and appointment of trustees**

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

#### **Organisational structure**

##### **Board of trustees**

Money Advice and Community Support Services Board of Trustees governs the organisation, and there were seven trustees throughout 2024/25. The trustees' role is to direct the affairs of the Charity and deliver its charitable objectives. A regular skills audit is carried out to ensure that the board has the right mix of skills, knowledge, and expertise. The Trustees have a governance handbook which is updated regarding the Charity Code of Governance. There is a full Board meeting every two months. The Board delegates responsibilities to sub-committees (or subgroups) to examine key areas in greater detail than can be dealt with at a full board meeting. Each has its terms of reference and reports to the board. Finance, Business Development and Networking, Policy and Governance, Health and Safety, People & Resources.

##### **Staff team**

Money Advice Plus has 53 staff members with a wealth of experience delivering money advice services. Each person plays a crucial role in providing our services. The Chief Executive reports to the Board of Trustees and manages the organisation to ensure it meets its aims and strategic objectives. Day-to-day management is the responsibility of a small team of managers. Services are delivered from two sites in Hove and Eastbourne, with several remote members of staff spread across the country.

#### **Funds held as custodian trustee**

The Charity manages funds arising from money management services provided for the Charity's clients primarily under the terms of the Supporting People contract of Brighton and Hove City Council

These funds amounted to £1,925,034. This compares with £2,328,833 in the previous year. Each client's funds are managed in separate accounts maintained in the Charity's accounting system. As part of our Business Continuity Plan, client account data is backed up daily to a separate system.

The Charity complies with the Financial Conduct Authority (FCA) relevant regulations and is classified as a CASS small debt management firm & and is required to follow FCA handbook CASS 11 rules.

Client monies are primarily deposited at Barclays Bank, with term deposits also placed with a limited number of other banks and building societies approved by the Finance Subgroup.

Financial control logs regarding client monies are maintained, and a report is prepared by management for review by the Finance Subgroup at least every three months.



**MONEY ADVICE AND COMMUNITY SUPPORT SERVICE  
T/A MONEY ADVICE PLUS  
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2025**

**Auditor**

In accordance with the company's articles, a resolution proposing that James Todd and Co Limited be reappointed as auditor of the company will be put at a General Meeting.

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



Ms N Myers

Trustee

Date: 18 Dec 2025

# **MONEY ADVICE AND COMMUNITY SUPPORT SERVICE**

## **T/A MONEY ADVICE PLUS**

### **INDEPENDENT AUDITOR'S REPORT**

#### **TO THE TRUSTEES OF MONEY ADVICE AND COMMUNITY SUPPORT SERVICE**

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#### **Opinion**

We have audited the financial statements of Money Advice and Community Support Service (the 'charity') for the year ended 31 March 2025 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

#### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

#### **Other information**

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

**MONEY ADVICE AND COMMUNITY SUPPORT SERVICE  
T/A MONEY ADVICE PLUS  
INDEPENDENT AUDITOR'S REPORT (CONTINUED)**

**TO THE TRUSTEES OF MONEY ADVICE AND COMMUNITY SUPPORT SERVICE**

**Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

**Responsibilities of trustees**

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

**Auditor's responsibilities for the audit of the financial statements**

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

As part of an audit in accordance with ISAs, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.



## MONEY ADVICE AND COMMUNITY SUPPORT SERVICE

### T/A MONEY ADVICE PLUS

#### INDEPENDENT AUDITOR'S REPORT (CONTINUED)

#### TO THE TRUSTEES OF MONEY ADVICE AND COMMUNITY SUPPORT SERVICE

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

##### Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

##### Oliver Read FCCA ACA (Senior Statutory Auditor)

For and on behalf of James Todd and Co Limited, Statutory Auditor

Chartered Accountants

Drayton House

Drayton Lane

Chichester

West Sussex

PO20 2EW

England

Date: .....

James Todd and Co Limited is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

**MONEY ADVICE AND COMMUNITY SUPPORT SERVICE  
T/A MONEY ADVICE PLUS  
STATEMENT OF FINANCIAL ACTIVITIES  
INCLUDING INCOME AND EXPENDITURE ACCOUNT**

**FOR THE YEAR ENDED 31 MARCH 2025**

					Unrestricted funds general	Unrestricted funds designated	Restricted funds	Total	Unrestricted funds general	Unrestricted funds designated	Restricted funds	Total
					2025	2025	2025	2025	2024	2024	2024	2024
				Notes	£	£	£	£	£	£	£	£
<b>Income from:</b>												
Donations and legacies				3	5,525	-	-	5,525	2,870	-	-	2,870
Charitable activities				4	1,279,486	-	755,562	2,035,048	1,079,885	-	611,014	1,690,899
Investments				5	4,333	-	-	4,333	2,793	-	-	2,793
<b>Total income</b>					1,289,344	-	755,562	2,044,906	1,085,548	-	611,014	1,696,562
<b>Expenditure on:</b>												
Charitable activities				6	1,245,046	-	745,833	1,990,879	1,084,663	-	611,014	1,695,677
<b>Total expenditure</b>					1,245,046	-	745,833	1,990,879	1,084,663	-	611,014	1,695,677
<b>Net gains/(losses) on investments</b>				11	(910)	-	-	(910)	7,255	-	-	7,255
<b>Net income</b>					43,388	-	9,729	53,117	8,140	-	-	8,140
Transfers between funds					(20,000)	-	20,000	-	(15,000)	15,000	-	-
<b>Net movement in funds</b>				8	23,388	-	29,729	53,117	(6,860)	15,000	-	8,140

MONEY ADVICE AND COMMUNITY SUPPORT SERVICE  
T/A MONEY ADVICE PLUS  
STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED)  
INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

	Unrestricted funds general	Unrestricted funds designated	Restricted funds	Total	Unrestricted funds general	Unrestricted funds designated	Restricted funds	Total
	2025	2025	2025	2025	2024	2024	2024	2024
	£	£	£	£	£	£	£	£
Notes								
Reconciliation of funds:								
Fund balances at 1 April 2024	101,062	374,151	-	475,213	107,922	359,151	-	467,073
Fund balances at 31 March 2025	124,450	374,151	29,729	528,330	101,062	374,151	-	475,213

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

**MONEY ADVICE AND COMMUNITY SUPPORT SERVICE  
T/A MONEY ADVICE PLUS  
BALANCE SHEET**

**AS AT 31 MARCH 2025**

		2025	2024
	Notes	£	£
<b>Fixed assets</b>			
Investments	14	70,759	71,669
<b>Current assets</b>			
Debtors	15	182,426	131,386
Cash at bank and in hand		573,326	701,848
		755,752	833,234
<b>Creditors: amounts falling due within one year</b>	16	(298,181)	(429,690)
<b>Net current assets</b>		457,571	403,544
<b>Total assets less current liabilities</b>		528,330	475,213
<b>The funds of the charity</b>			
Restricted income funds	19	29,729	-
Unrestricted funds - general	21	124,450	101,062
Unrestricted funds - designated	20	374,151	374,151
		528,330	475,213


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 under the requirements of the Companies Act 2006, 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 18.12.25



Ms N Myers  
Trustee

Company registration number 03029782 (England and Wales)

**MONEY ADVICE AND COMMUNITY SUPPORT SERVICE**  
**T/A MONEY ADVICE PLUS**  
**STATEMENT OF CASH FLOWS**

**FOR THE YEAR ENDED 31 MARCH 2025**

		2025	2024
	Notes	£	£
<b>Cash flows from operating activities</b>			
Cash (absorbed by)/generated from operations	25	(132,855)	210,030
<b>Investing activities</b>			
Investment income received		4,333	2,793
<b>Net cash generated from investing activities</b>		4,333	2,793
<b>Net cash used in financing activities</b>		-	-
<b>Net (decrease)/increase in cash and cash equivalents</b>		(128,522)	212,823
Cash and cash equivalents at beginning of year		701,848	489,025
<b>Cash and cash equivalents at end of year</b>		<b>573,326</b>	<b>701,848</b>



**MONEY ADVICE AND COMMUNITY SUPPORT SERVICE**  
**T/A MONEY ADVICE PLUS**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**1 Accounting policies**

**Charity information**

Money Advice and Community Support Service is a private company limited by guarantee incorporated in England and Wales. The registered office is Tisbury Road Offices, Hove Town Hall, Tisbury Road, Hove, East Sussex, BN3 3BQ, England.

**1.1 Accounting convention**

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

**1.2 Going concern**

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

**1.3 Charitable funds**

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

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.

Income is the amount derived from ordinary activities, and stated after trade discounts, other sales taxes and net of VAT.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

**MONEY ADVICE AND COMMUNITY SUPPORT SERVICE**  
**T/A MONEY ADVICE PLUS**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**1 Accounting policies**

**(Continued)**

Income from grants and contracts is recognised when the charity has entitlement to the funds, any performance conditions have been met, it is probable that income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the provision of a specified service is deferred and included in creditors until the criteria for income recognition are met and, where entitlement arises before income is received, the income is accrued.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

**1.5 Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

**1.6 Tangible fixed assets**

Tangible fixed assets costing more than £1,000 are capitalised and are initially measured at cost, including any incidental expenses of acquisition, thereafter being subsequently measured at cost or valuation, net of depreciation and any impairment losses.

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:

Computers 3 years straight line

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

**1.7 Fixed asset investments**

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

**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.



# MONEY ADVICE AND COMMUNITY SUPPORT SERVICE

## T/A MONEY ADVICE PLUS

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

#### 1 Accounting policies

(Continued)

##### 1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

##### **Basic financial assets**

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Bank deposits are made to ensure adequate liquidity and are placed for a maximum term of 12 months.

##### **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.

A provision had been established with regards to services provided to residents of Housing Associations. The provision would be utilized in the event that the relationship with a Housing Association ceases and the charity believes it is in the interests of individual residents that casework, such as negotiation with all the creditors of individual residents is completed.

This provision was established in the 2014 accounts and was based on the number of engaged case at an average hourly rate for the estimated time remaining. Given that at 31 March 2020 the relationship with various new associates was continuing to find future case work, following a review, it was considered that no provision was now required.

##### 1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received, if considered material.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

MONEY ADVICE AND COMMUNITY SUPPORT SERVICE  
T/A MONEY ADVICE PLUS  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies (Continued)

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due. The charity acts as agent in collecting and paying over employee pension contributions and both employer and employee make contributions under the scheme.

1.12 Funds held on behalf of clients

The Charity's objects are to provide advice, counsel and assistance in accordance to their needs to people in the United Kingdom who are having difficulty managing their financial affairs because of illness, poverty, or old age, and to make such representations on their behalf as are relevant to these objects. In meeting these objectives, an important activity the Charity undertakes for clients in Brighton and Hove and in East and West Sussex is assisting with the management of income and expenditure and safekeeping of the funds. Clients funds are held by the Charity in an accounting system separate from the accounting system for the Charity's own funds.

The funds are placed with banks and building societies in designated client accounts, supported by documents in conformity with the requirements of the Financial Conduct Authority.

Further details regarding the management of these funds are contained in the Funds Held as Custodian Trustees on behalf of clients and Investment Policy sections of the Trustees report.

In the year to 31 March 2025, income received and paid into the client accounts totaled £4,433,850 (2024: £5,473,748) and payments out of the accounts totaled £4,783,473 (2024: £5,632,983)

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Income from donations and legacies

	Unrestricted funds	Unrestricted funds
	2025	2024
	£	£
Donations and gifts	5,525	2,870



**MONEY ADVICE AND COMMUNITY SUPPORT SERVICE  
T/A MONEY ADVICE PLUS  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2025**

**4 Income from charitable activities**

	Money Management	Money Advice	Total	Money Management	Money Advice	Total
	2025	2025	2025	2024	2024	2024
	£	£	£	£	£	£
Performance related grants	725,940	1,309,108	2,035,048	720,050	970,849	1,690,899
<b>Analysis by fund</b>						
Unrestricted funds - general	725,940	553,546	1,279,486	720,050	359,835	1,079,885
Restricted funds	-	755,562	755,562	-	611,014	611,014
	725,940	1,309,108	2,035,048	720,050	970,849	1,690,899

**Performance related grants analysis**

	Money Management	Money Advice	Total	Money Management	Money Advice	Total
	2025	2025	2025	2024	2024	2024
	£	£	£	£	£	£
Brighton Supporting People (BHCC)	682,542	-	682,542	679,883	-	679,883
Advice Matters	-	30,619	30,619	-	34,021	34,021
We are Digital (L&Q)	-	54,604	54,604	-	34,889	34,889
Financial Support Line (formally DEAP)	-	484,824	484,824	-	415,716	415,716
Warmth for Well Being	-	67,768	67,768	-	41,397	41,397
Advice to Council	-	-	-	-	-	-
Tenants (BHCC)	-	85,698	85,698	-	82,808	82,808
Money Works (BHCC)	-	49,953	49,953	-	55,503	55,503
Lift Up Fund	-	28,800	28,800	-	35,000	35,000
Money Advice for Wellbeing (CCG)	-	53,050	53,050	-	52,786	52,786
Housing Associations	-	87,769	87,769	-	96,466	96,466
P A Housing (Previously Paragon Housing)	-	-	-	-	40,875	40,875
Other	43,398	366,023	409,421	31,861	27,783	59,644
	725,940	1,309,108	2,035,048	711,744	917,244	1,628,988

# MONEY ADVICE AND COMMUNITY SUPPORT SERVICE

## T/A MONEY ADVICE PLUS

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

#### 4 Income from charitable activities

(Continued)

Other grants received were made up of smaller less material amounts a list of these are below:

Individual Contracts (BHCC & E & WSCC)

Money Guardians (BHCC)

Brent Social Work Team

Lewes CC

MacMillan

Mental Health UK/Lloyds

Eastbourne Borough Council

Sovereign Housing

Hexagon Housing

Victory Housing

GambleAware

Grant income in the year includes deferred income released during the year of £103,336 (2024: £60,836) brought forward from previous years.

#### 5 Income from investments

						Unrestricted funds	Unrestricted funds
						2025	2024
						£	£

Interest receivable

4,333

2,793

**MONEY ADVICE AND COMMUNITY SUPPORT SERVICE  
T/A MONEY ADVICE PLUS  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2025**

**6 Expenditure on charitable activities**

	Money Management 2025 £	Money Advice 2025 £	Total 2025 £	Money Management 2024 £	Money Advice 2024 £	Total 2024 £
<b>Direct costs</b>						
Staff costs	808,564	830,820	1,639,384	787,275	709,279	1,496,554
Property costs	22,808	38,545	61,353	24,696	34,164	58,860
Office overheads	89,613	52,827	142,440	91,869	13,048	104,917
Partner costs	-	70,024	70,024	-	-	-
	<u>920,985</u>	<u>992,216</u>	<u>1,913,201</u>	<u>903,840</u>	<u>756,491</u>	<u>1,660,331</u>
<b>Share of support and governance costs (see note 7)</b>						
Support	99	18,840	18,939	5,922	10,922	16,844
Governance	12,053	46,686	58,739	9,251	9,251	18,502
	<u>933,137</u>	<u>1,057,742</u>	<u>1,990,879</u>	<u>919,013</u>	<u>776,664</u>	<u>1,695,677</u>
<b>Analysis by fund</b>						
Unrestricted funds - general	1,003,161	241,885	1,245,046	919,013	165,650	1,084,663
Restricted funds	-	745,833	745,833	-	611,014	611,014
	<u>1,003,161</u>	<u>987,718</u>	<u>1,990,879</u>	<u>919,013</u>	<u>776,664</u>	<u>1,695,677</u>

**7 Support costs allocated to activities**

	2025 £	2024 £
Other finance costs	4,326	3,764
Translation costs	6,727	7,201
Other insurance	4,352	3,598
Training	3,082	1,342
Sundry	452	939
Governance costs	58,739	18,502
	<u>77,678</u>	<u>35,346</u>
<b>Analysed between:</b>		
Money Management	12,152	15,173
Money Advice	65,526	20,173
	<u>77,678</u>	<u>35,346</u>

**MONEY ADVICE AND COMMUNITY SUPPORT SERVICE**  
**T/A MONEY ADVICE PLUS**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2025**

8	Net movement in funds	2025 £	2024 £
	The net movement in funds is stated after charging/(crediting):		
	Fees payable for the audit of the charity's financial statements	8,877	10,620

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

10	Employees								
The average monthly number of FTE employees during the year was:									
							2025	2024	
							Number	Number	
							55	44	
	Employment costs						2025	2024	
							£	£	
	Wages and salaries						1,464,293	1,337,726	
	Social security costs						121,502	108,735	
	Other pension costs						53,589	50,093	
							1,639,384	1,496,554	

The average monthly number of employees during the year was 55 (2024: 44).

Included within wages costs are other staff costs incurred totaling £100,097 (2024: £35,564). These other staff costs include, but are not limited to, expenditure relating to recruitment, staff training, staff travel and staff welfare.

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

**Remuneration of key management personnel**

The remuneration of key management personnel was as follows:

	2025 £	2024 £
Aggregate compensation	63,440	57,787

The key management personnel comprise the Trustees and the Chief Executive Officer, who have authority and responsibility for planning, directing and controlling the activities of the Charity.



**MONEY ADVICE AND COMMUNITY SUPPORT SERVICE**  
**T/A MONEY ADVICE PLUS**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**11 Gains and losses on investments**

	Unrestricted funds	Unrestricted funds
	2025	2024
	£	£
Gains/(losses) arising on:		
Revaluation of investments	(910)	7,255

**12 Taxation**

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

**13 Tangible fixed assets**

	Computers
	£
<b>Cost</b>	
At 1 April 2024	25,487
At 31 March 2025	25,487
<b>Depreciation and impairment</b>	
At 1 April 2024	25,487
At 31 March 2025	25,487
<b>Carrying amount</b>	
At 31 March 2025	-
At 31 March 2024	-

**14 Fixed asset investments**

	Listed investments
	£
<b>Cost or valuation</b>	
At 1 April 2024	71,669
Valuation changes	(910)
At 31 March 2025	70,759
<b>Carrying amount</b>	
At 31 March 2025	70,759
At 31 March 2024	71,669

**MONEY ADVICE AND COMMUNITY SUPPORT SERVICE  
T/A MONEY ADVICE PLUS  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2025**

**15 Debtors**

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
<b>Amounts falling due within one year:</b>		
Trade debtors	130,757	111,528
Other debtors	-	3,953
Prepayments and accrued income	51,669	15,905
	<u>182,426</u>	<u>131,386</u>

**16 Creditors: amounts falling due within one year**

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Other taxation and social security	25,387	26,575
Trade creditors	13,272	13,621
Other creditors	22,912	21,058
Accruals and deferred income	236,610	368,436
	<u>298,181</u>	<u>429,690</u>

**17 Client accounts**

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Barclays Bank	2,220,025	2,356,000
Scottish Widows	75,000	75,000
Cash in hand	1,000	1,000
Other (including cash in transit)	32,808	44,615
	<u>2,328,833</u>	<u>2,476,615</u>

**18 Retirement benefit schemes**

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
<b>Defined contribution schemes</b>		
Charge to profit or loss in respect of defined contribution schemes	<u>53,589</u>	<u>50,093</u>

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

**MONEY ADVICE AND COMMUNITY SUPPORT SERVICE**  
**T/A MONEY ADVICE PLUS**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2025**

**19 Restricted funds**

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2024	Incoming resources	Resources expended	Transfers	At 31 March 2025
	£	£	£	£	£
Macmillan	-	24,704	(24,704)	-	-
Debt Advice (MAS)	-	85,698	(85,698)	-	-
B&H CCG	-	53,050	(53,050)	-	-
Financial Support Line - Previously DEAP	-	501,861	(501,832)	20,000	20,029
Lift Up Fund	-	38,500	(28,800)	-	9,700
Foodbanks	-	51,749	(51,749)	-	-
	-	755,562	(745,833)	20,000	29,729
<b>Previous year:</b>	<b>At 1 April 2023</b>	<b>Incoming resources</b>	<b>Resources expended</b>	<b>Transfers</b>	<b>At 31 March 2024</b>
	£	£	£	£	£
Macmillan	-	24,704	(24,704)	-	-
Debt Advice (MAS)	-	82,808	(82,808)	-	-
B&H CCG	-	52,786	(52,786)	-	-
Financial Support Line - Previously DEAP	-	415,716	(415,716)	-	-
Lift Up Fund	-	35,000	(35,000)	-	-
	-	611,014	(611,014)	-	-

The nature and purpose of each restricted fund is as follows:

**Macmillan:** Provides welfare benefits advice and casework to people in Sussex affected by cancer.

**Debt Advice (MAS):** Provides short term advice and casework on money matters to residents of Brighton & Hove.

**B&H CCG:** Provides money advice to patients of a hospital in Brighton and for a short period following their discharge.

**Financial Support Line:** This fund was previously named 'DEAP (DCMS & Home Office)'. The Financial Support Line for Victims of Domestic Abuse is run by Money Advice Plus and is part of our partnership work with Surviving Economic Abuse (SEA). It offers specialist advice to anyone experiencing domestic abuse who is in financial difficulty.

**Lift Up Fund:** Lift up - Targets those who are "Just about managing", providing debt advice, financial capability coaching and access to grants.

**Foodbanks:** Funding provided by the Trussell Trust and through Emmanuel Foodbanks for the delivery of debt and benefits advice at four Emmanuel Foodbanks across Brighton, Hove and Shoreham. The four foodbanks are Clarendon Centre and Oasis where advice is provided fact to face and at Shoreham Foodbank, the advice is via a referral system.

# MONEY ADVICE AND COMMUNITY SUPPORT SERVICE

## T/A MONEY ADVICE PLUS

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

#### 20 Unrestricted funds - designated

These are unrestricted funds which are material to the charity's activities.

	At 1 April 2024	Transfers	At 31 March 2025
	£	£	£
Closure costs	350,000	-	350,000
Client benefit fund	7,773	-	7,773
Development fund	16,378	-	16,378
	<u>374,151</u>	<u>-</u>	<u>374,151</u>
Previous year:	At 1 April 2023	Transfers	At 31 March 2024
	£	£	£
Closure costs	335,000	15,000	350,000
Client benefit fund	7,773	-	7,773
Development fund	16,378	-	16,378
	<u>359,151</u>	<u>15,000</u>	<u>374,151</u>

The nature and purpose of each designated fund is as follows:

**Closure Costs:** This fund is for the costs, not financed by grants and contracts, which the charity would incur in the event of the loss of funding that would result in the Trustees either having to close the charity or undertake a radical restructure.

**Client Benefit fund:** This fund contains monies raised by staff to provide specific help to clients in time of particular need.

**Development fund:** This fund is set aside for investment in updated accounting systems, replacement of obsolete ICT equipment and the development of the charity's money advice and handing services.

#### 21 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	Gains and losses	At 31 March 2025
	£	£	£	£	£	£
General funds	101,062	1,289,344	(1,245,046)	(20,000)	(910)	124,450



**MONEY ADVICE AND COMMUNITY SUPPORT SERVICE  
T/A MONEY ADVICE PLUS  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2025**

**21 Unrestricted funds**

**(Continued)**

Previous year:	At 1 April 2023	Incoming resources	Resources expended	Transfers	Gains and losses	At 31 March 2024
	£	£	£	£	£	£
General funds	107,922	1,085,548	(1,084,663)	(15,000)	7,255	101,062

**22 Analysis of net assets between funds**

	Unrestricted funds general 2025 £	Unrestricted funds designated 2025 £	Restricted funds 2025 £	Total 2025 £
<b>At 31 March 2025:</b>				
Investments	70,759	-	-	70,759
Current assets/(liabilities)	53,691	374,151	29,729	457,571
	124,450	374,151	29,729	528,330
	Unrestricted funds general 2024 £	Unrestricted funds designated 2024 £	Restricted funds 2024 £	Total 2024 £
<b>At 31 March 2024:</b>				
Investments	71,669	-	-	71,669
Current assets/(liabilities)	29,393	374,151	-	403,544
	101,062	374,151	-	475,213

**23 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	60,124	44,000
Between two and five years	33,179	48,167
	93,303	92,167

MONEY ADVICE AND COMMUNITY SUPPORT SERVICE  
T/A MONEY ADVICE PLUS  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025

23 Operating lease commitments (Continued)

The operating lease commitments relate to the rent of offices in Eastbourne and Hove. The leases were initially taken out to run for 5 and 10 years respectively.

Rent paid for the two offices during the year was £42,000 (2024: £42,000).

24 Related party transactions

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

25	Cash generated from operations	2025	2024
		£	£
	Surplus for the year	53,117	8,140
	Adjustments for:		
	Investment income recognised in statement of financial activities	(4,333)	(2,793)
	Fair value gains and losses on investments	910	(7,255)
	Movements in working capital:		
	(Increase) in debtors	(51,040)	(22,522)
	(Decrease)/increase in creditors	(131,509)	234,460
	Cash (absorbed by)/generated from operations	(132,855)	210,030

26 Analysis of changes in net funds

The charity had no material debt during the year.
