

REGISTERED COMPANY NUMBER: 03174842 (England and Wales)
REGISTERED CHARITY NUMBER: 1057195

Report of the Trustees and
Financial Statements for the Year Ended 31 March 2025 for
Citizens Advice Kensington and Chelsea

Citizens Advice Kensington and Chelsea

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for the Year Ended 31 March 2025**

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Report of Trustees

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of 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).

Structure, governance and management

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Reference and administrative details

Registered Company number

03174842 (England and Wales)

Registered Charity number

1057195

Registered office

37 Pembroke Road, London W8 6PW

Trustees

Cllr D A Schmetterling

Ms C T H Bruce (resigned 1.8.25)

Ms K G Blagden (resigned 8.12.24)

Ms J Rhoades (resigned 6.11.25)

Cllr M S Bakhtiar (appointed 12.7.23) (resigned 22.4.24)

Ms S L Dunn (resigned 1.8.25)

Mr S Jayant

Cllr W Lane

Dr A Mfula (resigned 6.11.25)

Dr J Pinto

Mr R Orr-Ewing (appointed 25.6.24)

Ms F W Hockett (appointed 25.6.24)

Ms S L Goldsmith (appointed 25.6.24)

Mrs A Moulton (appointed 20.8.24)

Citizens Advice Kensington and Chelsea (Registered number: 03174842)
Report of the Trustees
for the Year Ended 31 March 2025

KEY MANAGEMENT PERSONNEL

Chief Executive Officer: Mr William Roberts (resigned 29.5.25)
Mrs Ann Goodger (appointed 7.3.25)

Company Secretary: Mr William Roberts (resigned 29.5.25)
Mrs Ann Goodger (appointed 7.3.25)

Website Address: <https://citizensadvicekc.org.uk>

Auditors
Goldwins Limited
75 Maygrove Road
London NW6 2EG

Reference and administrative details
Bankers
Barclays Bank PLC
137 Ladbroke Grove
Notting Hill
London W11 1PR

Citizens Advice Kensington and Chelsea (Registered number: 03174842)
Report of the Trustees
for the Year Ended 31 March 2025

STRUCTURE, GOVERNANCE AND MANAGEMENT

Status - The Citizens Advice Kensington & Chelsea (Charity Registration no: 1057195) is constituted as a company limited by guarantee (Company no: 3174842 incorporated 19 March 1996) and governed during the year by trustees under its memorandum and articles of association.

Trustees and Organisational Structure - Under the Articles of Association adopted on 27 November 2003, there may be between four and sixteen trustees. New Trustees are appointed by:

- Election by members in General Meeting
- Nomination by members' organisations and approval by the Trustees for the time being
- Co-option by the Trustees for a term of three years

Trustee members are individuals who are interested in furthering the missions of the charity. Up to three representative members of the trustees are councillors who represent the Royal Borough of Kensington & Chelsea. The role of trustees is voluntary and not paid.

Policies and procedures for the induction and training of trustees

The trustees endeavour to identify candidates for trusteeship from various individuals and organisations representative of the community in which the charity operates, particularly those with any of the various skills desirable in a trustee board and make use of the specialist training courses for trustees provided by the related national charity Citizens Advice.

Decision Making - The trustees oversee appointments of paid staff, grant funding applications, annual financial budgets and accounts, and quarterly financial and operational reports from staff, and any potential issue(s). Day-to-day implementation of decisions and operational management are delegated to the respective managers of the charity. Trustees are responsible for determining the remuneration of key management personnel.

A Related Charity is the Association of Citizens Advice Bureaux (Charity registration no:279057, of 3rd Floor North, Head Office, 1 Easton St, London, WC1X 0DW). As such Citizens Advice Kensington and Chelsea (CAKC) must conform to the requirements of the national organisation's membership scheme, and it is represented within the organisation's democratic structure. The service relies on the organisation for support services such as training of trustees, staff and volunteers, and provision of an information database.

Risk review - The trustees conduct regular reviews of the major external risks, which the charity is exposed to, and systems or best practices have been established to mitigate against those risks. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects, to ensure the consistent quality of delivery for all operational and financial activities of the charity. These procedures are reviewed annually to ensure they still meet the updated needs of the charity each year. The trustees note that there is the wide range of existing funders of the charity. There is an awareness that some grants are for a set time period, and this means that the service of the charity, in common with many similar voluntary organisations, can face significant risks to external funding. Trustees consider, bearing in mind these risks and the position set out below, that there should be unrestricted funds, neither committed nor invested, in fixed assets of not less than £250,000. From April 2024 this figure increased to £309,385.

On 31 March 2025, the free reserves amounted to £727,168 (2024: £596,921). As described in Note 15, the Service is an associate employer in the defined-benefit pension scheme for staff, which was closed to new staff on 1 October 2000 and to any further accrual from 31 March 2008. In common with similar organisations, the Service has arranged for former members of the scheme, as well as any other staff, to join a defined-contribution scheme managed by Scottish Widows.

PUBLIC BENEFIT

Public Benefit - The trustees confirm that they have complied with the duty in Section 4 of the Charities Act 2006 to have due regard to the Charity Commission's general guidance on public benefit, 'charities and public benefit'. The charity's objectives and achievements are set out below.

Citizens Advice Kensington and Chelsea (Registered number: 03174842)
Report of the Trustees
for the Year Ended 31 March 2025

OBJECTIVES AND ACTIVITIES

Objectives - The principal object of the charity is to provide centres for the supply of advice and guidance in furtherance of the advancement of education, the protection of health and the relief of poverty, sickness and distress, for the benefit of the community in Kensington and Chelsea. To this end, the service operates in accordance with the standards necessary for the service to qualify for membership of Citizens Advice. The service aims:

- To provide the advice people need for the problems they face.
- To improve the policies and practices that affect people's lives.
- The service is independent and provides free, confidential and impartial advice to everybody regardless of race, gender, sexuality or disability.

The service monitors its achievement of these objectives by the numbers of advice enquiries it deals with, and the amount of support given to clients at various levels, and particularly in financial terms by the amounts of benefits or judicial or other awards achieved for clients by advice given.

Activities - In furtherance of these objectives, the service aims to provide a regular generalist advice service within the borough, supplemented by additional projects for advice to particular groups or on particular topics identified as needed in the area, and for which funding can be obtained.

The service operates from our registered office at 37 Pembroke Road, London W8 6PW, with some work being carried out remotely where appropriate. We deliver an Adviceline drop-in telephone service, operating 10am to 4pm on weekdays, and pre-booked advice appointments at 37 Pembroke Road on weekdays too. We continue to operate outreach locations at Notting Hill Methodist Church (Kensington and Chelsea Foodbank (Trussell Trust)) 3 days per week, and HMP Wormwood Scrubs 2 days per week and NHS St Charles Health and Well Being Unit 2 days a week. Our team continues to take referrals from RBKC departments such as Adult Social Care and Children's Services. We operate Help and Advice Hubs four times per week, which are drop-in sessions in community settings (37 Pembroke Road on Mondays, Chelsea Theatre on Tuesdays, Kensington Town Hall on Wednesday and the Kensington Leisure Centre on Fridays).

From 1st April 2024, having been awarded the RBKC contract for a period of five (plus two) years, we set out to achieve its aims. Under this contract, we work in partnership with Nucleus Law Centre and North Kensington Law Centre; together we are called the Kensington & Chelsea Advice Partnership. The total annual value of the contract is £1.1m (plus VAT) with £307,542 to be distributed to our sub-contractors. This has been an extremely positive development which not only provides much greater security but also enshrines the community-based and partnership approach to service delivery.

In addition, the service operates the following special projects:

- An advice bureau service in HM Wormwood Scrubs began in 1994. In recent years HM Prison Service have not been able to approve any basic grant but continues to offer financial assistance in the form of £10,000 in premises' costs in kind.
- The Nationally Lottery funding has allowed us to increase the number of volunteers working in the service, substantially increasing our advice capacity. Funding for 2024-25 stands at £55,110.
- The Kensington & Chelsea Food Bank service which commenced in April 2022 is funded by the Trussell Trust under 3-year funding. The grant for 2024-25 is £44,000 to cover three days of advice per week.
- Volunteers - The service benefits from time and expertise voluntarily given. However, no financial value is recognised in the financial statements. It also includes the work of the trustees, who are unremunerated, and of volunteer administrative and advice workers. During the year, there was an average of five full time staff at no cost to the service apart from travel, training and other expenses of £640. The estimated additional value volunteers bring to the service is £105,000.

In January 2025, a search commenced to find a new Chief Executive to replace William Roberts at the end of his fixed term contract.

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Report of the Trustees
for the Year Ended 31 March 2025

As financial stability had been achieved under William's tenure it was agreed in discussing candidate criteria with trustees and staff that the new CEO should be appointed to lead a new chapter with a fresh vision for growing and strengthening the services that Citizens Advice provide to the Kensington and Chelsea community. A key requirement of this was to build a strong team with high levels of motivation and engagement. A critical candidate criteria of strong and proven people leadership alongside experience in successfully leading an advice-based charity was agreed upon.

Harris Hill was appointed as an external search partner to work with Claire Bruce the former Chair and Anna Moulton, lead HR Trustee throughout the recruitment process. The CEO vacancy was advertised externally across several vacancy platforms and Harris Hill also approached candidates directly from their network. The advertisement received a strong response with eight candidates identified for shortlist interviews. From the shortlist three candidates were identified for final round interviews where all Trustees participated in panel interviews. The background of the three candidates included an Interim CEO from another London Citizens Advice branch, a CEO of a national charity with a local government background, and an internal candidate who was working with the advice team as a volunteer.

After a thorough set of interviews, the internal candidate - Ann Goodger- was unanimously selected by Trustees as the preferred candidate. Ann's background combines charity CEO leadership at the Dalgarno Trust, with a long career in business and corporate development in professional service organisations. Ann's track record of building and motivating teams made her the standout candidate among an exceptionally strong slate of candidates interviewed.

Ann started in the CEO role in March 2025.

ACHIEVEMENTS AND PERFORMANCE – detailed financial comparisons to be stated once draft accounts are reviewed.

Qualitative and quantitative indicators of the numbers and nature of enquiries, and of progress with casework, and numbers of appointments, representations at panels and tribunals, and of complaints are collated in the form of Service Information which is reported quarterly to the principal funder under the current funding agreement.

FINANCIAL REVIEW

Funders - The service is grateful for the financial support it receives from its various funders, notably the Royal Borough of Kensington & Chelsea, National Lottery Community Fund and The Trussell Trust.

Financial Position - The statement of financial activities for the year ended 31 March 2025 shows total revenue income of £1,221,987 (2024: £1,046,250) expenditure of £1,122,167 (2024: £936,255) and net present value pension re-measurements of £1,537 giving net incoming resources for the year of £102,357 (2024: £97,475).

Reserves Policy - Details of fund balances are given in Note 15 to the accounts. Of the total balances, those of restricted funds will be required for ongoing expenditure or adjustment against future grants for restricted projects. Unrestricted reserves amount to £727,168 (2024: £596,919) representing 67% of revenue expenditure in the year (2024: 67%). These reserves are held as a working balance to smooth any day-to-day and/or project to-project fluctuations in income and expenditure. It also covers separately funded projects, which may have different accounting periods and different timetables for grant instalments. Apart from this reserve, the charity holds no financial assets or investments and relies entirely on current funding for its activities. Except for funding for the special projects listed in the first paragraph above, and income from referral service work, donations and bank interest, the service is wholly dependent on funding by the local authority.

Going concern - The trustees have considered the confirmed income forecast for the period ahead. Given that CAKC was awarded the new IAG contract with Kensington and Chelsea Council from April 2024 (5 years + 2) the trustees believe that the charity has a good expectation of having sufficient resources to continue in the foreseeable future.

The financial activity and position are outlined in pages 11, 12 and 13. The trustees have assessed the financial position of the charity and conclude that it is well-prepared to meet the liabilities and to manage any identified business and financial risk. The financial position is enhanced by sufficient reserves, positive relationships and feedback received from key funders and a proven ability to secure successful bids for new funding. The financial planning takes into the considerations of current economic climate and any potential impact on charity sources of income and planned expenditures. We acknowledge the pension obligations of the national Citizens Advice charity and have a clear course of actions to reduce the pension deficit over time.

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Report of the Trustees
for the Year Ended 31 March 2025

PLANS FOR FUTURE PERIODS

The focus of service development is to significantly extend our reach and accessibility by developing a range of access channels and outreach services.

We have changed our website to include a public access benefits checker, and we are developing an interactive, automated 24-hour chat facility.

We have located services where people already go - particularly those who have not sought advice before or who did not realise they may be able to get help. We have successfully piloted a help and support hub, based on triage and close work with other advice and community support partners. Building on the learning from this pilot, and in the spirit of continuous learning, we will be seeking additional locations and partners for these weekly drop-in services. We are also aware of the changing needs of our communities, and we will be looking for ways of providing advice outside our current working hours.

We will also continue to work with advice sector partners on seamless referrals, creating single points of access to new clients.

We are also aware of the need to grow and develop a workforce of the future. Over the year, we have successfully recruited several volunteers on to the staff team. This has added value to what we offer, as volunteers already have direct experience in working with our community.

Statement of trustees' responsibilities [Bold or caps?]

The trustees (who are also the directors of Citizens Advice Kensington and Chelsea for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently.
- observe the methods and principles in the Charity SORP.
- make judgements and estimates that are reasonable and prudent.
- prepare the financial statements on the going concern

unless it is inappropriate to presume that the charitable company will continue in business.

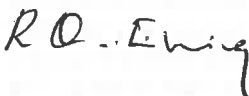
The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding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

As far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 9th December 2025 and signed on its behalf by:



Robert Orr-Ewing
Chair of Trust Board

Independent Auditor's Report
To the members of
Citizens Advice Kensington and Chelsea

Opinion

We have audited the financial statements of Citizens Advice Kensington and Chelsea for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, statement of cash flows and the related notes. 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).

Opinion on financial statements

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 income and expenditure 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 directors with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Independent Auditor's Report

To the members of

Citizens Advice Kensington and Chelsea

In connection with our audit of the financial statements, 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 audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. 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.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the directors' report) have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of the trustees

As explained more fully in the Trustees' Responsibilities Statement, the trustees (who are also the directors of the charitable company for the purposes 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 they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Independent Auditor's Report

To the members of

Citizens Advice Kensington and Chelsea

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 Charity or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
 - Detecting, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting of the risks of fraud and responding whether they have knowledge of any actual or suspected fraud;
 - The internal controls in place to mitigate risks related to fraud or non-compliance with laws and regulations.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We performed analytical procedures to detect any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities]. This description forms part of our auditor's report.

Independent Auditor's Report

To the members of

Citizens Advice Kensington and Chelsea

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members 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 members as a body, for our audit work, for this report, or for the opinions we have formed.

**Anthony Epton (Senior Statutory Auditor)
for and on behalf of
Goldwins Limited
Statutory Auditor
Chartered Accountants
75 Maygrove Road
West Hampstead
London NW6 2EG**

Citizens Advice Kensington and Chelsea

Statement of financial activities

(incorporating an income and expenditure account)

For the year ended 31 March 2025

	2025	2025	2025	2024
	Unrestricted funds	Restricted funds	Total funds	Total funds
	£	£	£	£
Income and endowments from				
Donations and legacies	610	-	610	613
Charitable activities	3			
General Bureaux and Community Services	1,100,951	-	1,100,951	728,293
Wormwood Scrubs Project	-	-	-	46,302
Adult Social Care	-	-	-	110,000
Grenfell Project	-	105,577	105,577	100,000
RBKC WECAN Project	-	-	-	48,458
Investment income	4	14,849	14,849	12,584
Total income	1,116,410	105,577	1,221,987	1,046,250
Expenditure on				
Charitable activities				
General Bureaux and Community Services	5	987,698	987,698	549,271
Wormwood Scrubs Project	-	28,193	28,193	33,348
Adult Social Care	-	-	-	125,994
Grenfell Project	-	54,138	54,138	138,237
National Lottery Community Fund	-	51,138	51,138	55,372
Kensington Covid Recovery	-	-	-	34,033
Total expenditure	987,698	133,469	1,121,167	936,255
Net income / expenditure before gains / (losses) on	128,712	(27,892)	100,820	109,995
Transfers between funds	14	-	-	-
Actuarial gains/(losses) on defined benefit schemes	1,537	-	1,537	(12,520)
Net movement in funds	130,249	(27,892)	102,357	97,475
Reconciliation of funds:				
Total funds brought forward				
As previously reported	596,919	53,308	650,227	598,958
Prior year adjustment	-	-	-	(46,206)
As restated	596,919	53,308	650,227	552,752
Total funds carried forward	727,168	25,416	752,584	650,227

All of the above results are derived from continuing activities.
There were no other recognised gains or losses other than those stated above.
The attached notes form part of these financial statements.

Citizens Advice Kensington and Chelsea
Balance sheet
As at 31 March 2025

	Note	2025 £	2025 £	2024 £	2024 £
Fixed assets:					
Tangible assets	10		<u>14,846</u>		<u>15,002</u>
			14,846		15,002
Current assets:					
Debtors	11	50,378		8,484	
Cash at bank and in hand		<u>1,025,585</u>		<u>1,025,310</u>	
		1,075,963		1,033,794	
Liabilities:					
Creditors: amounts falling due within one year	12	<u>(51,328)</u>		<u>(83,135)</u>	
Net current assets			1,024,635		950,659
Total assets less current liabilities			1,039,481		965,661
Defined benefit pension scheme	15		<u>(286,897)</u>		<u>(315,434)</u>
Total net assets			752,584		650,227
Funds	14				
Restricted funds			25,416		53,306
Unrestricted funds:					
General funds		<u>727,168</u>		<u>596,921</u>	
Total unrestricted funds			727,168		596,921
Total funds			752,584		650,227

The financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Approved by the trustees on 9.12.25
and signed on their behalf by:

Mr Robert Orr-Ewing
Chair

The attached notes form part of the financial statements.

Citizens Advice Kensington and Chelsea
Statement of cash flows
For the year ended 31 March 2025

	Note	2025 £	2025 £	2024 £	2024 £
Cash flows from operating activities:					
Net cash provided by / (used in) operating activities	16		11,693		94,836
Cash flows from investing activities:					
Sale/ (purchase) of fixed assets		(11,418)		(21,703)	
Cash provided by / (used in) investing activities			(11,418)		(21,703)
Change in cash and cash equivalents in the year			275		73,133
Cash and cash equivalents at the beginning of the year			1,025,310		952,177
Cash and cash equivalents at the end of the year	17		1,025,585		1,025,310

Citizens Advice Kensington and Chelsea
Notes to the financial statements
For the year ended 31 March 2025

1 Accounting policies

a) Statutory information

Citizens Advice Kensington and Chelsea is an incorporated charity, limited by guarantee, registered in England and Wales. The registered number and registered office address can be found in the Report of the Trustees.

b) Basis of preparation

The financial statements have been prepared in accordance with 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 2015) - (Charities SORP FRS 102) and the Companies Act 2006.

The charitable company meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

c) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. The trustees do not consider that there are any 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 reporting period.

d) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

e) Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Governance costs

These include the costs attributable to the Charity's compliance with constitutional and statutory requirements including audit, strategic management and Trustee's meetings and reimbursed expenses.

Allocation of support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources for example staff costs by the time spent and other costs by their usage.

f) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

g) Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Computer equipment	33% SL
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h) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

i) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Citizens Advice Kensington and Chelsea

Notes to the financial statements

For the year ended 31 March 2025

1 Accounting policies (continued)

j) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

k) Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

l) Pension costs and other post-retirement benefits

The Charity is part of a multi-employer defined benefit pension scheme. The plan closed to future accrual on 31 March 2008. A separate actuarial valuation for the Charity is unable to be obtained in relation to the pension scheme and therefore it is unable to ascertain its share of the underlying assets and liabilities of the plan at the year end. The liability has therefore been calculated based on the present value of the funding agreement with the pension plan. The liability has been discounted at an appropriate market rate. For more information see note 16.

Defined contribution pension schemes

The Charity operates a defined contribution pension scheme. Contributions payable to the Charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

m) Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of loans which are subsequently measured at amortised cost using the effective interest method.

n) Termination benefits

Termination benefits are recognised when the charity is demonstrably committed either:

- to terminate the employment of an employee or group of employees before the normal retirement date; or
- to provide termination benefits as a result of an offer made in order to encourage voluntary redundancy.

Termination benefits are recognised at the best estimate of the expenditure that would be required to settle the obligation at the reporting date.

Citizens Advice Kensington and Chelsea
Notes to the financial statements
For the year ended 31 March 2025

2 Detailed comparatives for the statement of financial activities

	2024 Unrestricted funds	2024 Restricted funds	2024 Total funds
	£	£	£
Income and endowments from			
Donations and legacies	613	-	613
<i>Charitable activities</i>			
General Bureaux and Community Services	674,264	54,029	728,293
Wormwood Scrubs Project	-	46,302	46,302
Adult Social Care	-	110,000	110,000
Grenfell Project	-	100,000	100,000
RBKC WECAN Project	48,458	-	48,458
Investment income	12,584	-	12,584
Total income	735,919	310,331	1,046,250
Expenditure on			
<i>Charitable activities</i>			
General Bureaux and Community Services	549,271	-	549,271
Wormwood Scrubs Project	-	33,348	33,348
Adult Social Care	-	125,994	125,994
Grenfell Project	-	138,237	138,237
National Lottery Community Fund	-	55,372	55,372
Kensington Covid Recovery	-	34,033	34,033
Total expenditure	549,271	386,984	936,255
Net income / expenditure before gains / (losses) on investments	186,648	(76,653)	109,995
Transfers between funds	83,005	(83,005)	-
Actuarial gains/(losses) on defined benefit schemes	(12,520)	-	(12,520)
Net movement in funds	257,133	(159,658)	97,475
Reconciliation of funds:			
Total funds brought forward			
As previously reported	385,992	212,966	598,958
Prior year adjustment	(46,206)	-	(46,206)
As restated	339,786	212,966	552,752
Total funds carried forward	596,919	53,308	650,227

3 Income from charitable activities

	Unrestricted £	Restricted £	2025 Total £	2024 Total £
Royal Borough of Kensington & Chelsea - general grant	4,286	-	4,286	550,000
Royal Borough of Kensington & Chelsea - KCAP	1,016,008	-	1,016,008	-
K&C Foundation	2,866	-	2,866	32,164
RBKC	-	-	-	13,104
RBKCAICS	-	-	-	14,939
Camden Charities	-	-	-	6,000
CitA	2,022	-	2,022	15,269
Arun & Chichester Citizens Advice	22,234	-	22,234	-
NHS- St Charles	9,535	-	9,535	-
The Trussell Trust	44,000	-	44,000	42,788
RBKC - Social Services	-	-	-	110,000
RBKC Grenfell Project	-	41,667	41,667	100,000
The National Lottery	-	53,910	53,910	54,029
Wormwood Scrubs - donations in kind	-	10,000	10,000	10,000
Wormwood Scrubs	-	-	-	36,302
RBKC WECAN Project	-	-	-	48,458
	1,100,951	105,577	1,206,528	1,033,053

Donations in kind relate to the rental of the facilities at Wormwood Scrubs H M Prison for the Charity to provide advisory services.

4. Investment Income

	Unrestricted £	Restricted £	2025 Total £	2024 Total £
Interest	14,849	-	14,849	12,584
Total income from charitable activities	14,849	-	14,849	12,584

Citizens Advice Kensington and Chelsea
Notes to the financial statements
For the year ended 31 March 2025

5 Analysis of expenditure

	General Bureaux and Community Services	Wormwood Scrubs Project	Adult Social Care	Grenfell Project	National Lottery Community Fund	Kensington Covid Recovery	2025 Total £	2024 Total £
Direct costs								
Premises costs	543,806	15,337	-	36,120	37,965	-	633,228	556,896
IT costs	35,896	10,030	-	3,922	996	-	50,814	52,447
Human resources	20,379	374	-	5,781	5,579	-	32,113	21,713
Admin costs	263,147	437	-	2,365	2,787	-	268,796	110,501
Other	14,520	633	-	4,228	1,464	-	20,815	27,338
Governance costs	96,846	521	-	-	624	-	97,991	150,208
	13,104	851	-	1,722	1,723	-	17,410	17,152
Total expenditure 2025	987,698	28,193	-	54,138	51,138	-	1,121,167	-
Total expenditure 2024	549,271	33,348	125,994	138,237	55,372	34,033	-	936,255

Of the total expenditure, £987,698 was unrestricted (2024: £549,271) and £133,399 was restricted (2024: £386,984).

5a Analysis of expenditure (prior year)

	General Bureaux and Community	Wormwood Scrubs Project	Adult Social Care	Grenfell Project	National Lottery Community	Kensington Covid Recovery	Universal support	2024 Total £	2023 Total £
Direct costs									
Premises costs	332,762	16,620	97,009	76,005	34,500	-	-	556,896	631,714
IT costs	32,108	10,262	4,248	3,628	2,201	-	-	52,447	34,340
Human resources	12,642	576	2,186	4,112	2,197	-	-	21,713	32,607
Admin costs	60,113	4,424	11,121	23,055	11,788	-	-	110,501	57,188
Other	17,064	716	2,947	3,885	2,726	-	-	27,338	23,714
Governance costs	84,124	24	4,955	26,080	992	34,033	-	150,208	99,169
	10,458	726	3,528	1,472	968	-	-	17,152	15,619
Total expenditure 2024	549,271	33,348	125,994	138,237	55,372	34,033	-	936,255	-
Total expenditure 2023	579,289	17,709	98,382	197,217	-	1,754	-	-	894,351

Of the total expenditure, £549,271 was unrestricted (2023: £516,017) and £386,984 was restricted (2023: £378,334).

Citizens Advice Kensington and Chelsea
Notes to the financial statements
For the year ended 31 March 2025

7 Net Income / (expenditure) for the year

This is stated after charging / (crediting):

	2025	2024
	£	£
Depreciation	11,574	7,767
Auditor's remuneration:		
Audit fees	10,000	8,850

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

Staff costs (excluding agency staff) were as follows:

	2025	2024
	£	£
Salaries and wages	458,799	595,512
Social security costs	41,925	49,080
Employer's contribution to defined contribution pension schemes	12,619	18,017
	513,343	662,609

No employee received employee benefits (excluding employer pension) of over £60,000.

The total employee benefits including pension contributions and employer national insurance contributions of the key management personnel were £41,927 (2024: £96,454).

The charity trustees were not paid or received any benefits from employment with the Charity in the year (2024: Nil).

Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2025	2024
	No.	No.
Project workers	12	12
Management and administration	2	2
	14	14

9 Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

10 Tangible fixed assets

	Computer equipment £	Total £
Cost		
At the start of the year	91,433	91,433
Additions in year	11,418	11,418
Disposals in year	-	-
At the end of the year	102,851	102,851
Depreciation		
At the start of the year	76,431	76,431
Charge for the year	11,574	11,574
Eliminated on disposal	-	-
At the end of the year	88,005	88,005
Net book value		
At the end of the year	14,846	14,846
At the start of the year	15,002	15,002

All of the above assets are used for charitable purposes.

Citizens Advice Kensington and Chelsea
Notes to the financial statements
For the year ended 31 March 2025

11 Debtors

	2025	2024
	£	£
Trade debtors	17,382	-
VAT	29,867	-
Prepayments and accrued income	3,129	8,484
	50,378	8,484

12 Creditors: amounts falling due within one year

	2025	2024
	£	£
Trade creditors	19,257	8,163
Social security and other taxes	2,635	9,926
Other creditors	2,639	-
Amounts held on behalf of clients	5,601	13,744
Accrued expenses	21,196	51,302
	51,328	83,135

13 Analysis of net assets between funds

	General unrestricted	Restricted	Total funds
	£	£	£
Tangible fixed assets	14,846	-	14,846
Net current assets	999,219	25,416	1,024,635
Non current assets	(286,897)	-	(286,897)
Net assets at the end of the year	727,168	25,416	752,584

13a Analysis of net assets between funds (prior year).

	General unrestricted	Restricted	Total funds
	£	£	£
Tangible fixed assets	15,002	-	15,002
Net current assets	897,353	53,306	950,659
Non current assets	(315,434)	-	(315,434)
Net assets at the end of the year	596,921	53,306	650,227

14 Movements in funds

	At the start of the year	Incoming resources & gains	Outgoing resources & losses	Gains and losses	Transfers	At the end of the year
	£	£	£	£	£	£
Restricted funds:						
HM Prison Service - Wormwood Scrubs	22,492	10,000	(28,193)	-	-	4,299
RBKC - Grenfell Project	28,493	41,667	(54,138)	-	-	16,022
National Lottery Community Fund	2,323	53,910	(51,138)	-	-	5,095
Total restricted funds	53,308	105,577	(133,469)	-	-	25,416
Unrestricted funds:						
General funds	(1,152)	-	-	-	-	(1,152)
General Fund - Bureaux Services	863,505	1,116,410	(1,014,698)	-	-	965,217
Pension liability	(315,434)	1,537	27,000	-	-	(286,897)
Designated Fund - IT and Service Developments	50,000	-	-	-	-	50,000
Total unrestricted funds	596,919	1,117,947	(987,698)	-	-	727,168

Citizens Advice Kensington and Chelsea
Notes to the financial statements
For the year ended 31 March 2025

14a Movements in funds (prior year)

	At the start of the year £	Incoming resources & gains £	Outgoing resources & losses £	Gains and losses £	Transfers £	At the end of the year £
Restricted funds:						
HM Prison Service - Wormwood Scrubs	9,540	46,302	(33,350)	-	-	22,492
Adult Social Care	98,999	110,000	(125,994)	-	(83,005)	-
RBKC - Grenfell Project	66,731	100,000	(138,238)	-	-	28,493
National Lottery Community Fund	3,665	54,029	(55,371)	-	-	2,323
Kensington Covid Recovery	34,033	-	(34,033)	-	-	-
Total restricted funds	212,968	310,331	(386,986)	-	-	53,308
Unrestricted funds:						
General funds	-	-	(1,152)	-	-	(1,152)
General Fund - Bureaux Services	619,698	735,919	(575,117)	-	83,005	863,505
Pension liability	(329,914)	-	27,000	(12,520)	-	(315,434)
Designated Fund - IT and Service Developments	50,000	-	-	-	-	50,000
Total unrestricted funds	339,784	735,919	(549,269)	(12,520)	83,005	596,919

Wormwood Scrubs project is an advice bureau service in HM Prison, which began in 1994, which has been largely funded by HM Prison Service together with various other funding partners.

Adult Social Care Income Maximisation projects, Mental Health project, B&E project and the HIV project funded by the local authority's Social Services Department (Adult Social Care) all began between 1995 and 2002. These projects provide advice and casework to help vulnerable adults (including older people, and those with physical or mental health conditions) with benefits-related issues. The fund has previously been split into 3 separate funds within the financial statements but have now been consolidated into one Adult Social Care fund.

Grenfell project, which commenced in June 2017, provides advice and support on a range of important matters such as rehousing of survivors and displaced residents, supporting residents to make claims for welfare benefits, assisting families and survivors who received charitable donations and supporting residents with their employer relationships.

Universal Support project provided the advice and support people need to make and complete their first Universal Credit claim. This project has now finished.

Pension liability has been designated within unrestricted funds to separately identify the amount owed by the Charity to fund the defined benefit pension deficit at the year end.

The Kensington Covid Recovery funding has enabled the charity to restructure, by meeting redundancy costs and buy in professional support for the process.

The National Lottery Community funding has enabled the charity to enhance volunteer training programme, substantially increasing our advice capacity.

Citizens Advice Kensington and Chelsea
Notes to the financial statements
For the year ended 31 March 2025

15. Pension commitments

Citizens Advice ('the Principal Employer') operates a defined benefit scheme ('the Plan') in the UK which provides both pensions in retirement and death benefits to members. Pension benefits are related to the members' final salaries at retirement and their length of service at the date they retired or left pensionable service. The Plan closed to future accrual on 31 March 2008. The Plan also contains some money purchase AVCs and protected rights funds, which are not included in these disclosures.

In accordance with the schedule of contributions agreed by the Employer and Trustee in August 2023, the contributions to the Plan for the year ending 31 March 2025 have been £3,218,000, which includes £2,918,000 towards the deficit and £300,000 as an allowance for administration expenses and all scheme levies.

The Plan is a registered scheme under UK legislation. The Plan is subject to the scheme funding requirements outlined in UK legislation. The Plan is governed by the Plan's Trust Deed and Rules dated 4 April 2011. The Trustee is responsible for the operation and the governance of the Plan, including making decisions regarding the Plan's funding investment strategy (although they are required to consult the Principal Employer).

An actuarial valuation of the Plan was carried out as at 31 March 2025 by a qualified independent actuary, based upon membership data as at 31 March 2022, allowing for assumed membership movements over the period from this date, and any material membership movements significantly different from those assumed (e.g. transfers out).

The most recent formal actuarial valuation of the Plan was as at 31 March 2022 and revealed a funding deficit of £53,536,000. In the recovery plan agreed following the valuation, the Principal Employer and other participating employers agreed to pay deficit reduction contributions of £2,918,000 per annum with the view to eliminating the deficit by 30 September 2040.

Citizens Advice Kensington and Chelsea
Notes to the financial statements
For the year ended 31 March 2025

The liabilities of the Plan are based on the current value of expected benefit payment cashflows to members of the Plan over the next 60 or more years. The average duration of the liabilities is approximately 10 years.

The Plan is exposed to actuarial risks such as market (investment) risk, interest rate risk, inflation risk, currency risk and longevity risk.

As the Charity is unable to value its share of the multi-employer pension scheme assets and liabilities at the year-end, the pension liability has been calculated based on the net present value of future pension deficit contributions. The Charity has agreed to make deficit contributions of £27,000 to the pension scheme per year until 2041. The discount factor of 5.8% (2024: 4.9%) has been extracted from the actuarial valuation report of the multi-employer pension scheme.

	At 31 March 2025	At 31 March 2024
	£	£
Pension liability brought forward	315,434	329,914
Deficit contribution in the year	(27,000)	(27,000)
Net present value remeasurement	(1,537)	12,520
	<hr/>	<hr/>
Pension liability as at 31 March	286,897	315,434
	<hr/>	<hr/>

Citizens Advice Kensington and Chelsea
Notes to the financial statements
For the year ended 31 March 2025

16. Reconciliation of net Income / (expenditure) to net cash flow from operating activities

	2025	2024
	£	£
Net income / (expenditure) for the reporting period (as per the statement of financial activities)	100,820	109,995
Depreciation	11,574	7,767
(Increase)/ decrease in debtors	(41,894)	53,213
Increase/ (decrease) in creditors	(31,807)	(49,139)
Difference between pension charge and cash contributions	(27,000)	(27,000)
Net cash provided by / (used in) operating activities	11,693	94,836

Analysis of cash and cash equivalents

	At 1 April 2024	Cash flow	2025
	£	£	£
17. Cash at bank and in hand	1,025,310	275	1,025,585
Total cash and cash equivalents	1,025,310	275	1,025,585

18. Operating lease commitments

At the reporting date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases which fall due as follows:

	2025	2024
	£	£
Less than one year	20,000	6,695
One to five years	80,000	-
	100,000	6,695

19. Related party disclosures

There were no related party transactions for the year ended 31 March 2025 (2024: £Nil).

