

IPSWICH AND DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

IPSWICH AND DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

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IPSWICH AND DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2025**

S Pinnell, Interim Chair, from January 2024 (appointed 6 January 2024, resigned 1 August 2024)
J Deacon
D Podd
T Cox
A Blaga
L Evans
J Riley (resigned 18 April 2024)
I Williamson
E Bryant (appointed 27 August 2024)
T Griffin (appointed 6 August 2024)

**Company registered
number**

3438957

**Charity registered
number**

1064862

Registered office

Tower House
17 Tower Street
Ipswich
Suffolk
IP1 3BE

Bankers

CAF Bank Limited
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4JQ

IPSWICH AND DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2025

The Trustees present their annual report together with the financial statements of the Charity for the 1 April 2024 to 31 March 2025. The Annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the Charity qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

The Charity also trades under the name Citizens Advice Ipswich.

Objectives and activities

a. Policies and objectives

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

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

b. Objectives, Strategies and Activities for the Year

Ipswich and District Citizens Advice Bureau provides free, confidential, impartial and independent advice and information for the benefit of the local community to exercise a responsible influence on the development of social policies and services and to ensure individuals do not suffer through a lack of knowledge or an inability to express their express their needs effectively.

The cost of living squeeze has continued to affect households across the country; those areas of deprivation have been particularly impacted. This has resulted in increased pressures on our services as we are a main gateway for accessing Charitable Support. Many of our statutory colleagues have continued to work remotely with reduced or no face-to-face services open for clients.

There are financial pressures on VCFSE colleagues across the area, many of who are having reduce or close their services, resulting in more clients seeking support from ourselves.

In addition to the continuing provision of quality assured advice services to the local community the primary objectives for the year were to increase capacity of the team to meet the additional needs and continue to maintain the partnership with key stakeholders.

IPSWICH AND DISTRICT CITIZENS ADVICE BUREAU
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Objectives and activities (continued)

c. Public Benefit

The Trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the local Citizens Advice during the year. The Trustees are satisfied that the information provided in the report and accounts meets in the public benefit reporting requirements. The principal activity of Citizens Advice Ipswich remained the provision of free, confidential, independent and impartial advice, information and counsel for members for the public. This is provided Monday to Friday through the central office in 17 Tower Street, Ipswich, IP1 3BE.

In addition to generalist advice, the following specialist advisory services were provide:

- Specialist Debt
- Specialist Welfare Benefits Advice
- Social Prescribing services
- Connect for Health (Delivering services in partnership with GP surgeries across Ipswich)
- Long Covid Clinic
- REACT team
- Energy Advice
- Income Maximisation (Addressing Fuel Poverty)

We are Gateway partners for and administer a number of charitable support options

- Gateway Partners for charitable support from LWAS,
- Glasspool Trust administrator
- Food Bank referrals
- Fuel Vouchers
- Local Grant giving Trusts

d. Community Impact

Citizens Advice Ipswich has the knowledge, skills and experience to make an impact where clients experience greatest need: most significantly in terms of preventing homelessness, maximising benefits and managing debts, including priority debts such as council tax and rent arrears outcomes. This generates tangible savings for statutory services in terms of lower costs incurred in a range of areas including temporary accommodation, debt enforcement, social care support and primary health care. The charity strives to empower people to help them solve the problems they face and to help them own the solutions to them.

Citizens Advice Impact tools help us to evaluate the difference we make to local communities. These include a New Economy and HM Treasury approved methodology and draws together evidence of the impact of all our activities. The benefits to the community can be expressed in money terms as:

- Fiscal savings
- Public value
- Benefits to individuals
- Improved emotional wellbeing

IPSWICH AND DISTRICT CITIZENS ADVICE BUREAU
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Objectives and activities (continued)

e. Contribution of Volunteers

Voluntary social engagement is the heart and soul of Citizens Advice. Citizens Advice Ipswich is reliant on the work of volunteers who undertake a range of roles including administration, interrupting advice, casework and research and campaigning work and serving as trustees. The volunteer base is diverse and committed with 38 people who give a least one day a week to the service.

The monetary value of these services cannot be included in the Financial Statements and indeed their value is inadequately expressed in purely monetary terms. The trustees welcome the opportunity to acknowledge and praise the contribution which volunteers make to the charity with their enthusiasm and dedication. There were 38 volunteers active during the year contributing 6,505 hours of their time.

Calculated based on a living wage of £11.44 per hours this has an estimated financial value of £74,417; although the services they deliver would attract a wage higher than the living wage. As well as their time, care and life experience, the volunteers bring the local community into Citizens Advice Ipswich, so that it is truly an integrated part of the society to which it belongs.

(2023/24: 5,630 hours of volunteering, £64,407)

Achievements and performance

a. Achievements and performance

Citizens Advice Ipswich reached 50 years of delivering service in July 2024, the AGM in November 2024 was held in Ipswich Town Hall the same venue that the initial public meeting to form Ipswich's own Citizens Advice office was held back in 1973.

In the reporting period the business undertook a year three Leadership Self-Assessment evaluated by National Citizens Advice. This assessment looks deeply into eight different areas of the business and evaluates performance against a set criteria measuring quality standards. Citizens Advice Ipswich achieved the highest outcomes, making eight consecutive years of top marks when externally examined.

b. Charitable Activities

Citizens Advice Ipswich remains one of the busiest local citizens advice offices in Suffolk, approximately one third of the clients using citizens advice in Suffolk used the Ipswich local office. This is reflected in key statistics; our client management system known as Casebook records, clients and client issues in the following way:

- Unique clients – individual clients were counted once only during the period.
- Client Issues – client enquiries may include more than issue e.g. employment rights and tax credits or clients may return in the period with new enquiries
- Client Contacts – contact with clients by phone, letter, email or in person.

The data generated by the system shows that during 2024 – 2025 reporting period Citizens Advice Ipswich supported 9,032 clients presenting with 31,846 issues (2023/2024: 9,998 client contacts with 39,744 issues).

We are aware that we are unable to meet the full demand we are experiencing, we are continually reviewing our procedures and looking at ways to be more efficient, ensuring that we continue to meet vulnerable client needs.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

c. Combating Fuel Poverty

During 2024 to 2025 we worked to address fuel poverty through several different ways, all generalist advisers are being upskilled to be able to deliver basic energy saving advice. We have dedicated energy advisers (trained up NEA/City & Guilds Level 3 Award in Energy Awareness. We have been active in administering the **Fuel Voucher Scheme** which extends across Suffolk.

Our energy specialist work in partnership with **Cadent Energy** undertaking casework with vulnerable clients needing support to reduce their outgoings and energy costs alongside increasing their income to be able to better heat their homes. The demands for income maximisation are high with the assistance of Health Inequalities funding we were able to increase the capacity of this team.

An award from the **Food Sustainability Fund** enabled us to expand our reach to work with the Ipswich Top Up Shops offering advice and support directly to those most in need.

A further project commencing in February 2025 funded through SCC **Ipswich PDP** offers outreach support at the Top Up food shops across the town.

d. Digital Inclusion

From the start of the pandemic Citizens Advice Ipswich recognised that digital inclusion, already an issue in Ipswich would be a greater challenge for clients needing to access services that had to a greater or lesser extent moved to remote delivery.

Continued funding from **Suffolk County Council** under the hardship fund enabled us to support clients accessing Local Welfare Assistance (LWAS) much needed financial support for many households. The increase in demands for face-to-face services has promoted a greater focus on gathering data to understand the extent to which our services are being sought due to digital exclusion.

The National Lottery fund our specialist Welfare Benefits team, advice on welfare benefits continued to be in high demand we approached in the past year, with many queries around eligibility for claiming benefits (878 clients). The reduction in other town centre charities resulted in additional demand, a grant from **Suffolk County Council** to assist with capacity meet this has been welcomed.

Charitable Support: We have continued to support local charitable trusts as an agent in the administration of grants payable to individual clients as shown in the notes to the financial statements. The grants have a range of different criteria that advisers consider in line with client circumstances.

As a gateway to grants and support for many in need, we referred 746 clients to the local food bank and assisted with accessing a range of other essential grants.

Housing advice considerably increased, largely due to the changes in rental legislation and an increase in 'no fault' evictions, this has driven to the provision of a dedicated Housing and Employment specialist caseworker to work with some of the more complex situations.

Money Advice: During 2024-25 the Money Advice team continued to support clients and have written off £526,592 worth of debt. The team supported 486 clients (down from 557 the previous year).

The team undertook 24 Debt Relief Orders and 3 bankruptcies. It has been a challenging year, with increasingly vulnerable clients presenting and needing a great deal of support to resolve their money issues and get cases through to a conclusion. The team saw a notable increase in rent arrears, both with private rented properties and social housing.

IPSWICH AND DISTRICT CITIZENS ADVICE BUREAU
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

There has been an increase in demands for **Income Maximisation**, driven by the impacts of the higher cost of living especially on working families on limited incomes. We have a specialist resource to review income and expenditure and seek areas to maximise household resources.

e. Factors relevant to achieve objectives

The charity is very aware of the financial pressures experienced by its major funders and in view of this has taken active measures to seek additional sources of income for its services.

Financial review

a. Financial review

Income in the year was £952,207 (2023/24: £986,135) of which £681,545 (2023/24: £753,869) related to project restricted activities.

Expenditure in the year amounted to £943,559 (2023/24: £959,722) comprised in large part to salaries for our employed staff £768,798 (including £1,377 redundancy payments) (2023/24: £741,675). It has been necessary to increase and strengthen the numbers of Management team to meet increased demands and meet commitment to deliver the contracted projects.

b. Reserves policy

Citizens Advice Ipswich is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. We will maintain a projection of income for at least 3 years ahead and will ensure that this continues to be derived from as wide a variety of sources possible.

We will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred that Trustees have determined that 'free' reserves of £430,000 should be maintained which is broadly equal to 6 months' future budgeted operating expenditure of our core services. The charity's actual free reserves on 31 March 2025 were £355,204 (2024: £315,611). Reasons for holding funds outlined in the notes to the accounts. The charity aims to rectify the small shortfall in the coming years and will monitor the position on an ongoing basis.

IPSWICH AND DISTRICT CITIZENS ADVICE BUREAU
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

c. Principal funding

The Directors extend their gratitude to Ipswich Borough Council, Suffolk and Northeast Essex Integrated Care Board, Suffolk County Council, The Rope Trust who continued to support core operating capacity of the charity. The delivery of specialist funded projects have enabled financial support for our Core services as part of the funding contributed to the management and in-direct costs needed to deliver these services.

Project funding includes:

- Money Advice and Pensions Service - Specialist accredited debt advice
- St Giles Trust - Delivering in partnership specialist debt advice to the probation service.
- Suffolk and Northeast Essex Foundation Trust Integrated Care Board - Connect for Health: (working with Primary care across Ipswich), REACT (Reactive Emergency Assessment Community Team): provide care and support to patients within their own home, avoiding the need for them to come into hospital, Long Covid Support: Supporting the Long Covid clinic based in Ipswich Hospital.
- The National Lottery - Specialist Welfare Benefits Advice including tribunal representation.
- Cadent Energy - Offering energy casework, to maximise household income for vulnerable clients.
- Yorkshire Building Society - Working in partnership to provide advice and support for YBS customers.

The charity did not have any borrowings from either provider of funding or other sources at the balance sheet date.

d. Plans for the Future

Within the context of a challenging environment the Board is pleased with the efforts of Citizens Advice Ipswich during the reporting year to deliver the best possible services. It believes the charity is well managed and would like to commend the exceptional work of the undertaken by skilled and committed staff and volunteers.

The trustees are grateful to the agencies and individuals who are working so hard to help us provide and maintain an effective and quality assured independent advice service for the people within the charity's area of benefit.

The trustees recognise that funding for the core services has been reviewed on a 3-year basis is under transformational changes and its heavily reliant on additional specialist project funding.

The Board remains committed to securing new additional funding where possible, but this must be in line with meeting client needs and within the charity's objectives.

The Board wishes to continue to deliver a range of funded services that support the local community, adding value through specialisms to our generalist advice offer. The Board is also keen to find ways to enable colleagues within the VCFSE community supporting clients in Ipswich to better support each other.

Development of a VCFSE hub in Tower Street is something that the Board want to encourage and facilitate, through property management of 19 Tower Street enabling an affordable VCFSE business centre for local organisations to rent office and workshop space in the town centre.

IPSWICH AND DISTRICT CITIZENS ADVICE BUREAU
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Structure, governance and management

a. Governing Document

Ipswich and District Citizens Advice Bureau is a registered charity and a company limited by guarantee. Ipswich and District Citizens Advice Bureau is also known and referred to as Citizens Advice Ipswich. The maximum liability of each member is limited to £10. On 31 March 2025 the company had 14 members. Ipswich and District Citizens Advice Bureau is governed by its Memorandum and Articles of Association as amended on 24 September 2022.

Ipswich and District Citizens Advice Bureau was incorporated as a company limited by guarantee on 24 September 1997. The charity commenced operations on 14 October 1997 at which date the assets and liabilities of the unincorporated Ipswich and District Citizens Advice Bureau were acquired.

b. Recruitment, Appointment of Trustees

Trustees, who are also Directors of the Company, are elected from the local community. An Elections Committee, made up of Trustees, the Company Secretary and chaired by the Chair is established to oversee the elections process for Board appointments. A separate process agreed by the Trustee Board is followed for the election of the Chair.

The Reference and Administrative Details above identifies the constituencies that elected each of the current trustees. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

c. Induction of Trustees

Newly appointed Trustees are provided with a comprehensive induction to Citizens Advice Ipswich through the provision of training courses and mentoring by established trustees.

d. Organisational Structure

Citizens Advice Ipswich is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of Citizens Advice Ipswich and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office, and is available to the public.

e. Related party relationships

Ipswich and District Citizens Advice Bureau is a member of Citizens Advice, the operating name of the National Association of Citizens Advice, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Citizens Advice Ipswich to fulfil its charitable objects and comply with the national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

IPSWICH AND DISTRICT CITIZENS ADVICE BUREAU
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Structure, governance and management (continued)

f. Major risks

A risk management strategy and risk register were agreed by the Trustee Board. The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end, Ipswich and District Citizens Advice Bureau is continually monitoring and managing its risk, reviewing the corporate risk register, and ensuring action plans are in place to mitigate its key risks

Included in external risks is that of the loss of funding. The effects of this have been minimised by the procedures in place, which have resulted in funding being secured from a variety of sources.

The charity continues to seek to diversify its funding sources. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

Statement of Trustees' responsibilities

The Trustees (who are also the directors of the Charity for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial . Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

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

Approved by order of the members of the board of Trustees and signed on their behalf by:



I Williamson
Financial Management Portfolio Holder
Date: 16 October 2025

IPSWICH AND DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2025

Independent examiner's report to the Trustees of Ipswich and District Citizens Advice Bureau ('the Charity')

I report to the charity Trustees on my examination of the accounts of the Charity for the year ended 31 March 2025.

Responsibilities and basis of report

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

Having satisfied myself that the accounts of the Charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the Charity's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the Charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales (ICAEW), which is one of the listed bodies.

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

1. accounting records were not kept in respect of the Charity as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

IPSWICH AND DISTRICT CITIZENS ADVICE BUREAU
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INDEPENDENT EXAMINER'S REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

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. My work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Trustees as a body, for my work or for this report.

Signed:



Dated: 22 October 2025

Giles Kerkham FCA DChA

Larking Gowen LLP
Chartered Accountants
Ipswich

IPSWICH AND DISTRICT CITIZENS ADVICE BUREAU
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**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2025**

	Note	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Income from:					
Donations and legacies	3	162,655	-	162,655	181,692
Charitable activities	4	102,824	681,545	784,369	799,618
Investments	5	5,183	-	5,183	4,825
Total income		270,662	681,545	952,207	986,135
Expenditure on:					
Charitable activities		231,069	712,490	943,559	959,722
Total expenditure		231,069	712,490	943,559	959,722
Net movement in funds		39,593	(30,945)	8,648	26,413
Reconciliation of funds:					
Total funds brought forward as previously stated		315,611	30,945	346,556	318,143
Prior year adjustment		-	-	-	2,000
Total funds brought forward as restated		315,611	30,945	346,556	320,143
Net movement in funds		39,593	(30,945)	8,648	26,413
Total funds carried forward		355,204	-	355,204	346,556

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 15 to 33 form part of these financial statements.

IPSWICH AND DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)
REGISTERED NUMBER: 3438957

BALANCE SHEET
AS AT 31 MARCH 2025

	Note	2025 £	2024 £
Fixed assets			
Current assets			
Debtors	10	2,569	26,611
Cash at bank and in hand		522,341	398,550
		<u>524,910</u>	<u>425,161</u>
Current liabilities			
Creditors: amounts falling due within one year	11	(169,706)	(78,605)
		<u>355,204</u>	<u>346,556</u>
Net current assets			
		<u>355,204</u>	<u>346,556</u>
Total net assets		<u>355,204</u>	<u>346,556</u>
Charity funds			
Restricted funds	12	-	30,945
Unrestricted funds	12	355,204	315,611
		<u>355,204</u>	<u>346,556</u>
Total funds		<u>355,204</u>	<u>346,556</u>

The Charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

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

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:



.....
I Williamson
Financial Management Portfolio Holder
Date: 16 October 2025

The notes on pages 15 to 33 form part of these financial statements.

IPSWICH AND DISTRICT CITIZENS ADVICE BUREAU
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STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2025

	2025 £	2024 £
Cash flows from operating activities		
Net cash used in operating activities	118,608	5,610
	<hr/>	<hr/>
Cash flows from investing activities		
Interest received	5,183	4,825
	<hr/>	<hr/>
Net cash provided by investing activities	5,183	4,825
	<hr/>	<hr/>
Change in cash and cash equivalents in the year	123,791	10,435
Cash and cash equivalents at the beginning of the year	398,550	388,115
	<hr/>	<hr/>
Cash and cash equivalents at the end of the year	522,341	398,550
	<hr/> <hr/>	<hr/> <hr/>

The notes on pages 15 to 33 form part of these financial statements

IPSWICH AND DISTRICT CITIZENS ADVICE BUREAU
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 19 Tower Street, Ipswich, Suffolk, IP1 3BE.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - 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 Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Ipswich and District Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102. The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

2.2 Going Concern

The accounts have been prepared on the ongoing concern basis and the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected income and expenditure for the next 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the Charity to be able to continue as a going concern.

IPSWICH AND DISTRICT CITIZENS ADVICE BUREAU
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

2. Accounting policies (continued)

2.3 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable, and its amount can be measured reliably.

Legacy income is recognised when receipt is probable, and entitlement is established

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.

Income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

2.4 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 allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2.5 Interest receivable

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 institution with whom the funds are deposited.

IPSWICH AND DISTRICT CITIZENS ADVICE BUREAU
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

2. Accounting policies (continued)

2.6 Debtors

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

2.7 Cash at bank and in hand

Cash at bank and 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.

2.8 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

2.9 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 bank loans which are subsequently measured at amortised cost using the effective interest method.

2.10 Pensions

The Charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Charity to the fund in respect of the year.

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

2. Accounting policies (continued)

2.11 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

3. Income from donations and legacies

	Unrestricted funds 2025 £	Total funds 2025 £	<i>Total funds 2024 £</i>
Core grants			
Ipswich Borough Council	95,000	95,000	95,000
Suffolk County Council	29,700	29,700	29,700
Babergh District Council	-	-	7,673
Local Grant Giving Trust	20,000	20,000	30,000
	<hr/> 144,700	<hr/> 144,700	<hr/> 162,373
Donations	17,955	17,955	14,319
Legacies	-	-	5,000
	<hr/> 162,655	<hr/> 162,655	<hr/> 181,692
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

IPSWICH AND DISTRICT CITIZENS ADVICE BUREAU
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

4. Income from charitable activities

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £
Income from charitable activities	102,824	681,545	784,369
	<i>Unrestricted funds 2024 £</i>	<i>Restricted funds 2024 £</i>	<i>Total funds 2024 £</i>
Income from charitable activities	45,749	753,869	799,618

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

Charitable activities

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £
Grants			
Suffolk County Council Disability Advice	10,000	-	10,000
Suffolk County Council Health Inequalities	-	25,000	25,000
Suffolk County Council PDP	-	2,500	2,500
Suffolk County Council SIP grant	4,500	-	4,500
Locality budget	-	937	937
Ipswich Borough Council Sustainable Food	-	1,250	1,250
	14,500	29,687	44,187
Service agreements			
Suffolk and North East Essex Integrated Care Board (Social Prescribing, Connect for Health)	-	194,141	194,141
ESNFT (Social Prescribing, Long Covid Support)	-	61,900	61,900
ESNFT (Social Prescribing, REACT)	-	108,712	108,712
Cadent Energy	-	46,233	46,233
Money Advice and Pensions Service (Debt advice)	-	111,951	111,951
St Giles Trust (probation service support)	-	28,452	28,452
National Lottery (Welfare Benefits)	-	91,244	91,244
Yorkshire Building Society	-	8,721	8,721
Suffolk County Council (Local Welfare Assistance Scheme)	88,000	-	88,000
Other	324	504	828
	88,324	651,858	740,182
	102,824	681,545	784,369

IPSWICH AND DISTRICT CITIZENS ADVICE BUREAU

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

	<i>Unrestricted funds 2024 £</i>	<i>Restricted funds 2024 £</i>	<i>Total funds 2024 £</i>
Grants			
National Lottery (Cost of Living)	-	75,000	75,000
Money Advice & Pensions Service	-	4,357	4,357
IBC Resilience Grant	2,500	-	2,500
Charitable Grant President	2,000	-	2,000
Locality budget	-	3,479	3,479
	4,500	82,836	87,336
Contracts and fees			
Suffolk and North East Essex Integrated Care Board (Social Prescribing, Connect for Health)	-	173,248	173,248
ESNFT (Social Prescribing, Long Covid Support)	-	71,393	71,393
ESNFT (Social Prescribing, REACT)	-	108,712	108,712
ESNFT (Social Prescribing, Welcome Home)	-	71,800	71,800
Energy Advice Program	-	5,200	5,200
Cadent Energy	-	39,575	39,575
Money Advice and Pensions Service (Debt advice)	-	112,581	112,581
St Giles Trust (probation service support)	-	11,565	11,565
Suffolk Community Foundation (Fuel Poverty / Surviving Winter)	-	49,000	49,000
National Lottery (Welfare Benefits)	-	16,009	16,009
Yorkshire Building Society	-	9,450	9,450
Suffolk County Council (Local Welfare Assistance Scheme)	44,000	-	44,000
Other	1,029	2,500	3,529
	45,029	671,033	716,062
	49,529	753,869	803,338

IPSWICH AND DISTRICT CITIZENS ADVICE BUREAU
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

5. Investment income

	Unrestricted funds 2025 £	Total funds 2025 £	<i>Total funds 2024 £</i>
Bank interest	5,183	5,183	4,825

6. Analysis of expenditure by activities

	Activities undertaken directly 2025 £	Support costs 2025 £	Total funds 2025 £
Charitable activities	711,427	232,132	943,559

	<i>Activities undertaken directly 2024 £</i>	<i>Support costs 2024 £</i>	<i>Total funds 2024 £</i>
Charitable activities	657,095	302,627	959,722

IPSWICH AND DISTRICT CITIZENS ADVICE BUREAU
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

6. Analysis of expenditure by activities (continued)

Analysis of direct costs

	Total funds 2025 £	<i>Total funds 2024 £</i>
Staff costs	697,754	639,070
Recruitment	650	375
Refreshments	4,432	4,119
Training	699	1,220
Travel expenses	3,938	3,030
Other staff and volunteer costs	3,954	9,281
	<hr/> 711,427 <hr/>	<hr/> 657,095 <hr/>

IPSWICH AND DISTRICT CITIZENS ADVICE BUREAU
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

6. Analysis of expenditure by activities (continued)

Analysis of support costs

	Total funds 2025 £	<i>Total funds 2024 £</i>
Staff costs	71,044	102,605
Insurance	2,101	2,043
IT equipment and support	20,426	28,272
Office expenses	26,108	34,040
Bank charges	120	121
Publicity and promotion	7,870	830
Reference materials and subscriptions	10,223	9,278
Telephone and communications	19,518	12,714
Rent	28,975	25,415
Light and heating	5,942	4,190
Cleaning, repairs and maintenance	16,449	8,040
Moving costs	927	50,263
Consultancy fees	4,508	2,434
Other premises costs	8,644	2,993
Partner payments	497	12,500
Governance costs	8,780	6,889
	232,132	302,627

7. Independent examiner's remuneration

	2025 £	<i>2024 £</i>
Fees payable to the Charity's independent examiner for the independent examination of the Charity's annual accounts	5,000	7,000

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

8. Staff costs

	2025 £	2024 £
Wages and salaries	686,347	662,363
Social security costs	55,039	51,027
Contribution to defined contribution pension schemes	27,412	28,285
	<u>768,798</u>	<u>741,675</u>

During the year, the charity incurred redundancy payments totaling £1,377 (2024: £Nil).

The average number of persons employed by the Charity during the year was as follows:

	2025 No.	2024 No.
Employees	<u>40</u>	<u>43</u>

No employee received remuneration amounting to more than £60,000 in either year.

The key management personnel of the charity comprise the trustees and the senior management team as listed in these financial statements. The trustees neither received nor waived any remuneration during the year (2024: £Nil). The total amount of employee benefits (including employer pension contributions) received by senior management for their services to the charity was £136,450 (2024: £76,772).

9. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2024 - £NIL).

During the year ended 31 March 2025, no Trustee expenses have been incurred (2024 - £NIL).

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

10. Debtors

	2025 £	2024 £
Due within one year		
Other debtors	2,569	26,611
	2,569	26,611

11. Creditors: Amounts falling due within one year

	2025 £	2024 £
Other taxation and social security	33,134	4,295
Other creditors	58,839	68,610
Accruals and deferred income	77,733	5,700
	169,706	78,605

Deferred income includes funds received in advance of the satisfaction of performance-related and time-based conditions and is recognised as income in line with the delivery of those conditions. At 31 March 2025, deferred income comprises £43,983 relating to welfare benefits and £33,750 relating to income maximisation activities.

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**NOTES TO THE FINANCIAL STATEMENTS
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12. Statement of funds

Statement of funds - current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Balance at 31 March 2025 £
Unrestricted funds				
Designated funds				
Premises Fund	30,000	-	-	30,000
Transitional Funds	10,000	-	-	10,000
Office Commitment Photocopy Lease	8,996	-	(8,996)	-
Premises Lease Fund	13,825	-	-	13,825
Redundancy Commitment	35,764	-	-	35,764
	<u>98,585</u>	<u>-</u>	<u>(8,996)</u>	<u>89,589</u>
General funds				
General Funds	<u>217,026</u>	<u>270,662</u>	<u>(222,073)</u>	<u>265,615</u>
Total Unrestricted funds	<u>315,611</u>	<u>270,662</u>	<u>(231,069)</u>	<u>355,204</u>
Restricted funds				
National Lottery	-	91,475	(91,475)	-
Cadent	-	46,233	(46,233)	-
Suffolk Community Foundation (Surviving Winter)	28,583	-	(28,583)	-
Yorkshire Building Society	2,362	8,721	(11,083)	-
Suffolk and North East Essex Integrated Care Board	-	194,141	(194,141)	-
ESNFT (Long Covid Support)	-	61,900	(61,900)	-
ESNFT (REACT)	-	108,712	(108,712)	-
Money Advice and Pensions Service	-	111,951	(111,951)	-
Other restricted funds	-	58,412	(58,412)	-
	<u>30,945</u>	<u>681,545</u>	<u>(712,490)</u>	<u>-</u>
Total of funds	<u><u>346,556</u></u>	<u><u>952,207</u></u>	<u><u>(943,559)</u></u>	<u><u>355,204</u></u>

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

12. Statement of funds (continued)

Designated funds:

Premises Fund - reserves to be used in the event of potential capital expenditure needs not already allocated as running costs in the budget.

Transitional Funds - reserves to cover staff salaries in the event of a contract finishing before a new contract is in place.

Office commitment photocopy lease - reserves to cover the cost of the photocopier lease agreement.

Premises Lease Fund - reserves to cover the rental costs for 6 months should notice be served.

Redundancy Commitment - reserves to cover the current legal redundancy commitment in the event of business closure.

Restricted funds:

National Lottery - funding to meet the increase in cost of living expenditure for the charity to cover general core services.

Cadent - funding to cover staff costs to deliver energy saving and income maximisation advice.

Suffolk Community Foundation (Surviving Winter) - funding to cover staff costs for administration of Surviving Winter grants to qualifying Suffolk households.

Yorkshire Building Society - funding to deliver weekly advice and support to Yorkshire Building Society.

Suffolk and North Essex Integrated Care Board - funding to cover staff costs for delivery of social prescribing in Ipswich East and Ipswich West INTs in partnership with Ipswich healthcare professionals.

ESNFT (Long Covid Support) - funding to cover staff costs for delivery of social prescribing to Long Covid clinic patients.

ESNFT (REACT) - funding to cover staff costs for delivery of social prescribing to REACT patients.

Money Advice and Pensions Service - funding to cover staff costs to deliver accredited debt advice.

Other restricted funds include smaller amounts that are used to deliver specified projects.

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

12. Statement of funds (continued)

Statement of funds - prior year

	<i>As restated Balance at 1 April 2023</i>	<i>Income</i>	<i>Expenditure</i>	<i>As restated Balance at 31 March 2024</i>
	£	£	£	£
Unrestricted funds				
Designated funds				
Premises Fund	30,000	-	-	30,000
Transitional Funds	10,000	-	-	10,000
Office Commitment Photocopy Lease	15,420	-	(6,424)	8,996
Premises Lease Fund	13,825	-	-	13,825
Redundancy Commitment	35,764	-	-	35,764
	<u>105,009</u>	<u>-</u>	<u>(6,424)</u>	<u>98,585</u>
General funds				
General Funds	<u>164,725</u>	<u>232,266</u>	<u>(179,965)</u>	<u>217,026</u>
Total Unrestricted funds	<u>269,734</u>	<u>232,266</u>	<u>(186,389)</u>	<u>315,611</u>

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

12. Statement of funds (continued)

Restricted funds

National Lottery	8,004	75,000	(83,004)	-
ESNFT (Welcome Home)	14,360	71,800	(86,160)	-
Cadent	3,541	39,575	(43,116)	-
Suffolk Community Foundation (Surviving Winter)	24,504	49,000	(44,921)	28,583
Yorkshire Building Society	-	9,450	(7,088)	2,362
Suffolk and North East Essex Integrated Care Board	-	173,248	(173,248)	-
ESNFT (Long Covid Support)	-	71,393	(71,393)	-
ESNFT (REACT)	-	108,712	(108,712)	-
Money Advice and Pensions Service	-	112,581	(112,581)	-
Other restricted funds	-	43,110	(43,110)	-
	<u>50,409</u>	<u>753,869</u>	<u>(773,333)</u>	<u>30,945</u>
Total of funds	<u><u>320,143</u></u>	<u><u>986,135</u></u>	<u><u>(959,722)</u></u>	<u><u>346,556</u></u>

13. Summary of funds

Summary of funds - current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Balance at 31 March 2025 £
Designated funds	98,585	-	(8,996)	89,589
General funds	217,026	270,662	(222,073)	265,615
Restricted funds	30,945	681,545	(712,490)	-
	<u><u>346,556</u></u>	<u><u>952,207</u></u>	<u><u>(943,559)</u></u>	<u><u>355,204</u></u>

IPSWICH AND DISTRICT CITIZENS ADVICE BUREAU
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

13. Summary of funds (continued)

Summary of funds - prior year

	<i>As restated Balance at 1 April 2023 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Balance at 31 March 2024 £</i>
Designated funds	105,009	-	(6,424)	98,585
General funds	164,725	232,266	(179,965)	217,026
Restricted funds	50,409	753,869	(773,333)	30,945
	<u>320,143</u>	<u>986,135</u>	<u>(959,722)</u>	<u>346,556</u>

14. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2025 £	Total funds 2025 £
Current assets	524,910	524,910
Creditors due within one year	(169,706)	(169,706)
Total	<u>355,204</u>	<u>355,204</u>

Analysis of net assets between funds - prior year

	<i>Unrestricted funds 2024 £</i>	<i>Restricted funds 2024 £</i>	<i>Total funds 2024 £</i>
Current assets	394,216	30,945	425,161
Creditors due within one year	(78,605)	-	(78,605)
Total	<u>315,611</u>	<u>30,945</u>	<u>346,556</u>

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

15. Reconciliation of net movement in funds to net cash flow from operating activities

	2025 £	2024 £
Net income for the year (as per Statement of Financial Activities)	8,648	26,413
Adjustments for:		
Interest received	(5,183)	(4,825)
Decrease/(increase) in debtors	24,042	(25,769)
Increase in creditors	91,101	9,791
Net cash provided by operating activities	118,608	5,610

16. Analysis of cash and cash equivalents

	2025 £	2024 £
Cash in hand	522,341	398,550
Total cash and cash equivalents	522,341	398,550

17. Analysis of changes in net debt

	At 1 April 2024 £	Cash flows £	At 31 March 2025 £
Cash at bank and in hand	398,550	123,791	522,341
	398,550	123,791	522,341

18. Pension commitments

The Company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the group in an independently administered fund. The pension cost charge represents contributions payable by the Company to the fund and amounted to £27,412 (2024: £28,285). Contributions totalling £4,138 (2024 - £7,717) were payable to the fund at the balance sheet date.

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

19. Operating lease commitments

At 31 March 2025 the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2025 £	2024 £
Not later than 1 year	27,650	8,996
Later than 1 year and not later than 5 years	110,600	-
Later than 5 years	255,763	-
	<u>394,013</u>	<u>8,996</u>

As at 31 March 2025, the Charity occupy the premises at Tower House. The lease was signed with an expiry date of June 2049, with the option to break at 2039 and again in 2044. The annual lease commitment is £27,650, subject to review every three years. The commitment above has been calculated to the first break date, being June 2039.

20. Agency arrangements

The Charity acts as an agent in distributing grants to qualifying households in Suffolk. In the year, the Charity received £73,431 (2024: £227,459), and disbursed £71,872 (2024: £249,798). An amount of £54,702 (2024: £60,036) is payable at 31 March 2025 and is included in other creditors. £Nil (2024: £Nil) has been recognised in income and expenditure in the Statement of financial activities.

21. Related party transactions

The Charity has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the Charity at 31 March 2025.

22. Controlling party

There is no ultimate controlling party.