

Charity registration number 1069066  
Company registration number 03524607 (England and Wales)

**NORFOLK COMMUNITY LAW SERVICE LTD**  
**ANNUAL REPORT AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**



# **NORFOLK COMMUNITY LAW SERVICE LTD**

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## **NORFOLK COMMUNITY LAW SERVICE LTD**

### **LEGAL AND ADMINISTRATIVE INFORMATION**

<b>Trustees</b>	Mr Laurence Harris - Chair	Appointed	
		Trustee	31/07/2024
		Chair	07/10/2025
	Ms Sarah Blunden - Chair	Resigned	07/10/2025
	Mr David Butler - Vice-Chair and Hon Treasurer		
	Ms Lisa Dade	Resigned	19/03/2025
	Ms Sally Davenport		
	Ms Rachel Higgs		
	Ms Naomi Newell		
	Dr Janka Rodziewicz		
	Mr Paul Steward	Resigned	07/10/2025
	Mr Robert Tiffen	Resigned	30/06/2025
	Ms Helen Toussaint-Jackson		
	Ms Aqmar Zakaria		

**Secretary** Mr David Butler

**Charity number** 1069066

**Company number** 03524607

**Registered office** 4 Duke Street  
Norwich  
Norfolk  
NR3 3AJ

**Auditors** Cunninghams  
61 Alexandra Road  
Lowestoft  
Suffolk  
NR32 1PL

**Bankers** Lloyds Bank plc  
Gentleman's Walk  
Norwich  
Norfolk  
NR2 1LZ

## **NORFOLK COMMUNITY LAW SERVICE LTD**

### **REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025**

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).

#### **OBJECTIVES AND ACTIVITIES**

##### **Objectives and aims**

The remit of Norfolk Community Law Service Ltd (NCLS) is to increase access to justice for the people of Norwich and Norfolk by providing free advice, assistance and representation in various areas of social welfare law. These services are provided by employed staff and trained volunteers, both lay and professional. We are entirely dependent upon grants, donations and monies arising from service agreements for our continued existence.

The principal objects for which the charity is established are to:

- Identify problems of access for needy people to legal services.
- Provide advice, assistance and representation to needy persons resident or working in the county of Norfolk.
- Advance the education of the public by the improvement and diffusion of knowledge of the law, its practice and the administration of justice, having regard especially to those areas of law which are of particular concern to poor people or which are directed to the relief of poverty, distress or sickness.
- Promote such other charitable purposes as are for the benefit of the community in the area of benefit.
- Provide free legal advice and representation in all areas of illegal discrimination, such as age, disability, gender, race, sexual orientation or religious belief.

The long term aim of NCLS is to develop services as funding becomes available to provide free legal advice, casework and representation to individuals and groups which meet gaps in existing provision in all areas of social welfare law including debt, employment, family, domestic abuse, immigration, welfare benefits and discrimination in all areas.

##### **Public benefit**

The directors have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charitable company's objectives and aims and in planning future activities. In particular, the directors consider how planned activities are consistent with and will further the stated aims and objectives.

##### **Volunteers**

The operations of NCLS are supported by the essential work of many volunteers who give their time free in assisting us with the provision of our services and the administration of our operations.

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

## **NORFOLK COMMUNITY LAW SERVICE LTD**

### **REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025**

#### **ACHIEVEMENTS AND PERFORMANCE**

##### **Charitable activities**

Demand for NCLS' services continues to show no sign of abating. NCLS helped 4,645 clients with 4,971 legal issues during the 2024/25 financial year. This represents an increase of 42% since 2021/22 and of these 3,160 were new clients. As such, 2024/25 saw NCLS move to a bigger office in the city so that we can better service the needs of our clients, staff and volunteers.

This increase is largely driven by a 'triple whammy' effect. The problems we help people with are increasing, people's ability to pay for legal support is diminishing and other support services available are reducing in numbers. Many of our clients are still struggling in poverty, unable to afford basics such as food, clothes and energy supply.

NCLS continues to provide free legal advice clinics with the assistance of local solicitors, who provide their services on a pro bono basis. We currently have 85 solicitors on our pro-bono rota and in 2024/25 they provided 857 hours of free advice.

Our specialist Debt Service, delivered by a team of experienced paid advisers, continued to provide advice on budgeting, income maximisation e.g. benefit entitlement, identifying priority debts and negotiating with creditors on the client's behalf. Most clients have multiple debts, worth many thousands of pounds, so negotiating with creditors can be very time-consuming. Clients are assisted to implement their chosen debt remedy e.g. debt relief order, bankruptcy or pro-rata payments. We try to ensure that a client's debt issues are resolved to ensure they can make a fresh start unencumbered by debt. In 2024/25 we helped 682 clients and successfully ensured £1.4m of debt was written off or renegotiated.

We continue to pursue a more proactive outreach approach to debt advice. We partner with homeless charity St Martins, in a project aiming to break the cycle of debt, homelessness and criminal activity by offering highly-specialist debt advice to a vulnerable group of people, as well as hosting specific outreach sessions in Great Yarmouth and King's Lynn.

We continued to operate a Rent Arrears Mediation Service for Norwich City Council housing tenants, which is partially funded by Norwich City Council.

Our Family Court Support Service assisted the increasing numbers of litigants in person in the family courts to navigate their case and represent themselves as effectively as possible. We offer free advice from our family solicitors, support with form filling, statements etc, and volunteer McKenzie Friends to support clients at court hearings. This service mainly deals with child contact matters and supported 486 people through 2024/25. We also continued to run specialist domestic abuse clinics to support victims of abuse who are applying for protective injunctions who may not be eligible for legal aid. 174 people were helped in 2024/25 through this service and in this time we also added a qualified solicitor to the team to further increase the level of support we can offer.

Our specialist Welfare Benefits Service provided advice, casework and representation at Tribunal for clients appealing against a refusal or loss of benefit or to challenge the amount they have been awarded. We use a team of law students and other volunteers managed by experienced paid advisers who make written submissions on the client's behalf e.g. to the Department of Work and Pensions (DWP) or local authority and represent the client at Tribunal. National Tribunal Service statistics show there is a much greater

## **NORFOLK COMMUNITY LAW SERVICE LTD**

### **REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025**

chance of success where the appellant is represented and in 2024/25 we ensured that £2.4m of welfare benefits was awarded and paid back to clients.

We continued to provide specialist Immigration Advice for migrant workers, asylum seekers and refugees around issues of residency status and entitlement to public services as well as representation for welfare benefit appeals, challenging DWP and Home Office decisions on behalf of clients and representing them at Tribunal. Many of the DWP decisions we challenge are overturned without going to Tribunal. We supported clients who had 'No Recourse to Public Funds' e.g. migrant victims of domestic abuse who lose their residency status when they leave an abusive partner, to access welfare benefits and other public services. Demand for this service is also growing and 1,053 people were helped in 2024/25.

Our outreach service was extended during 2024/25 and now employs two Mobile Legal Advisers with the dual aim of hosting triage sessions in our harder-to-reach communities and raising awareness of the work we do. We now hold outreach sessions at 32 locations, an almost 50 percent increase on the year before.

All our services are delivered with the support of around 50 volunteer UEA law students in accordance with a partnership agreement with the University of East Anglia. This provides valuable experience to the students as they look to gain their first roles in within the legal sector.

NCLS is also the lead agency for the Norfolk Community Advice Network (NCAN), a network of voluntary agencies (e.g. Citizens Advice, Shelter, Age UK) and statutory authorities working together to promote access to social welfare advice in Norfolk. NCAN operates an electronic client referral system ensuring there is 'No Wrong Door,' i.e. no matter where clients enquire, they can be referred direct to the most appropriate agency to advise them.

#### **FINANCIAL REVIEW**

##### **Principal funding sources**

We rely on a mix of service level agreements and grants as well as charitable donations to meet our costs. Our strategy for fundraising is to ensure we are not dependent on a few large funders. In recent years we have been successful in securing more multi-year funding, but the majority of grants are awarded on an annual basis.

##### **Reserves policy**

The directors have examined the charity's requirements for reserves in the light of the main risks to the organisation. The directors have established a policy that the charity's revenue reserves, which have not been committed or invested in tangible fixed assets, should represent three to four months of estimated total annual expenditure. The reserves are needed to meet the charity's working capital requirements and the directors believe that maintaining reserves at the target level would provide for the financing of a controlled reduction in the scope of the charity's operations in the event of a significant drop in funding.

Budgeted expenditure for NCLS (excluding NCAN) for 2025/26 is £1,214,924 and therefore the target for revenue reserves is between £303,731 and £404,975. As at 31 March 2025, revenue reserves amounted to £372,001 (Net current assets) and so the reserves policy was satisfied at that date.

The budgeted expenditure for NCAN for 2025/26 is £215,678 and therefore the target for revenue reserves

## **NORFOLK COMMUNITY LAW SERVICE LTD**

### **REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025**

is between £53,919 and £71,893. As at 31 March 2025, revenue reserves amounted to £403,329 (Net current assets) and so the reserves policy was satisfied at that date.

Reserves are sufficient to fund continuing operations in the short term, but the directors continually monitor both the ongoing financial viability of the charity and endeavor to raise additional funding.

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

NCLS continues to work towards its key objectives set out in its Strategic Plan 2024-27; providing high quality legal case work, accessible services, identifying legal gaps, campaigning for our clients' rights, creating a positive and diverse work environment and prioritising our long-term sustainability.

NCLS plans to continue to offer services on a hybrid basis to suit the individual needs of clients, but also ensuring everyone in Norfolk can access our services, should they be required. As such we continue to put increased importance on our outreach work and making sure that those living in isolated parts of Norfolk can access us.

Whilst demand is such that we will likely continue to grow our provision across Norfolk, it is vital we do so without impacting the quality of provision we offer to clients. It is unlikely that demand for free legal advice will diminish with an increasing number of people being made vulnerable by society and alternative options such as legal aid becoming increasingly harder to access.

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

### **Governing document**

Norfolk Community Law Service Ltd is a registered charity and a company limited by guarantee, not having a share capital and not being run for profit. It is governed by its Articles of Association, which were most recently updated in November 2023. On 30 March 2005 the name of the company was changed from NDLS Ltd to Norfolk Community Law Service Ltd. The organisation originally took over the assets of Norwich & District Legal Services Committee on 1 April 1998, having operated in similar guises since 1985.

### **Recruitment and appointment of new directors**

Directors are appointed by members of the company and remain in office until retirement, resignation or removal by the members of the company. New directors are elected at the Annual General Meeting by those eligible to vote or may be co-opted during the year, pending election at the next Annual General Meeting.

The number of directors shall not be fewer than six but is not subject to any maximum.

### **Organisational structure**

The directors are responsible for managing the charity and supervising its operations in accordance with its stated charitable objectives. The Chief Executive Officer is responsible to the directors for both the day to day operations of the charity and its future development. With the increasing size and complexity of the charity's operations, the management systems and delegated powers are subject to ongoing review.

### **Induction and training of new directors**

New directors are informed about their legal obligations under charity and company law, the contents of the Articles of Association, decision making processes, the strategic development plan, and the recent

## NORFOLK COMMUNITY LAW SERVICE LTD

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

financial performance of the charity. One-third of directors will retire by rotation each year and may put themselves up for re-election by the members of the company at the Annual General Meeting.

#### **Risk management**

The directors have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. Over the course of time, the directors have conducted reviews of the major risks to which the charity is exposed and systems have been put in place to mitigate those risks. These are updated periodically to ensure they meet the needs of the charity.

The trustees who served during the year and up to the date of signature of the financial statements are disclosed within the Legal and Administrative Information section of the financial statements.

The trustees' report was approved by the board of trustees.



Mr D Butler  
Trustee

Date: 21<sup>st</sup> October 2025



## **NORFOLK COMMUNITY LAW SERVICE LTD**

### **STATEMENT OF TRUSTEES' RESPONSIBILITIES FOR THE YEAR ENDED 31 MARCH 2025**

The trustees, who are also the directors of Norfolk Community Law Service Ltd for the purpose of company law, are responsible for preparing the trustees' report and the financial statements in accordance with 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).

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 charity and of the income and expenditure of the charity 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 applicable Charities SORP;
- Make judgements and accounting estimates that are reasonable and prudent;
- State whether applicable accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and which enable them to ensure that the financial statements comply with the Companies Act 2006. The trustees 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.

## **NORFOLK COMMUNITY LAW SERVICE LTD**

### **INDEPENDENT AUDITOR'S REPORT FOR THE YEAR ENDED 31 MARCH 2025**

#### **Opinion**

We have audited the financial statements of Norfolk Community Law Service Ltd (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including 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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company 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 charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

#### **Other information**

The 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 Report of the Independent Auditors 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.

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

## **NORFOLK COMMUNITY LAW SERVICE LTD**

### **INDEPENDENT AUDITOR'S REPORT FOR THE YEAR ENDED 31 MARCH 2025**

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 this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

#### **Opinions on other matters 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 Report of the trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the trustees has 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 charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the trustees.

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; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the trustees.

#### **Responsibilities of trustees**

As explained more fully in the Statement of trustees' Responsibilities, 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 the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

#### **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 a Report of the Independent Auditors 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.

## NORFOLK COMMUNITY LAW SERVICE LTD

### INDEPENDENT AUDITOR'S REPORT FOR THE YEAR ENDED 31 MARCH 2025

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 is detailed below:

- Enquiry of management around actual and potential litigation and claims and review of correspondence with legal advisors;
- Reviewing minutes of meetings of trustees;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness and reviewing accounting estimates for bias.

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. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. 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](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our Report of the Independent Auditors.

#### 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 charitable company's members those matters we are required to state to them in an auditors' 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Benjamin Lynes (Senior Statutory Auditor)  
for and on behalf of Cunninghams Statutory Auditors  
Number Sixty One  
61 Alexandra Road  
Lowestoft  
Suffolk  
NR32 1PL

Date: 5<sup>th</sup> November 2025

# NORFOLK COMMUNITY LAW SERVICE LTD

## STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £
<b>Income from:</b>							
Donations and legacies	3	148,115	1,184,196	1,332,311	148,828	1,208,580	1,357,408
Charitable activities	4	-	2,240	2,240	-	720	720
Investment income	5	31,011	-	31,011	9,108	-	9,108
<b>Total Income</b>		<b>179,126</b>	<b>1,186,436</b>	<b>1,365,562</b>	<b>157,936</b>	<b>1,209,300</b>	<b>1,367,236</b>
<b>Expenditure on:</b>							
Raising funds	6	36,834	2,500	39,334	17,558	-	17,558
Charitable activities	7	85,705	1,247,459	1,333,164	99,026	952,600	1,051,626
<b>Total expenditure</b>		<b>122,539</b>	<b>1,249,959</b>	<b>1,372,498</b>	<b>116,584</b>	<b>952,600</b>	<b>1,069,184</b>
<b>Net movement in Funds</b>		<b>56,587</b>	<b>(63,523)</b>	<b>(6,936)</b>	<b>41,352</b>	<b>256,700</b>	<b>298,052</b>
Fund balances at 1 April 2024		314,281	469,774	784,055	272,929	213,074	486,003
<b>Fund balances at 31 March 2025</b>		<b>370,868</b>	<b>406,251</b>	<b>777,119</b>	<b>314,281</b>	<b>469,774</b>	<b>784,055</b>

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

All income and expenditure derive from continuing activities.

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

# NORFOLK COMMUNITY LAW SERVICE LTD

## BALANCE SHEET AS AT 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
<b>Fixed assets</b>					
Tangible assets	11		1,789		32,549
<b>Current Assets</b>					
Debtors	12	239,676		13,248	
Cash at bank and in hand		808,590		929,195	
		<u>1,048,266</u>		<u>942,443</u>	
Creditors: amounts falling due within one year	13	<u>(251,895)</u>		<u>(190,937)</u>	
Net current assets			<u>796,371</u>		<u>751,506</u>
<b>Total assets less current liabilities</b>			<u><b>798,159</b></u>		<u><b>784,055</b></u>
Provisions for liabilities	16		<u>(21,040)</u>		<u>-</u>
<b>Net assets</b>			<u><b>777,119</b></u>		<u><b>784,055</b></u>
0					
<b>Income Funds</b>					
Restricted funds	17	406,251		469,775	
Unrestricted funds		370,868		314,281	
		<u>777,119</u>		<u>784,055</u>	

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

The financial statements were approved by the Board of Directors on <sup>5<sup>th</sup></sup> 21 October 2025 and were signed on its behalf by:



Mr David Butler - Trustee  
Company registration number 03524607

**NORFOLK COMMUNITY LAW SERVICE LTD**

**STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 31 MARCH 2025**

		2025	2024
	Notes	£	£
<b>Cash flows from operating activities</b>			
Cash generated from operations	21	(148,038)	301,529
<b>Investing activities</b>			
Purchase of tangible fixed assets		(3,577)	(6,326)
Interest received		31,011	9,108
<b>Net cash used in investing activities</b>		27,433	2,782
<b>Net cash used in financing activities</b>		-	-
<b>Net increase in cash and cash equivalents</b>		(120,605)	304,311
Cash and cash equivalents at the beginning of the year		929,195	624,884
<b>Cash and cash equivalents at the end of the year</b>		<b>808,590</b>	<b>929,195</b>

## **NORFOLK COMMUNITY LAW SERVICE LTD**

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

#### **1. Accounting policies**

##### **Charity information**

Norfolk Community Law Service Ltd is a private company limited by guarantee incorporated in England and Wales. The registered office is 4 Duke Street, Norwich.

##### **1.1 Accounting convention**

The financial statements of the charitable company, which is a public benefit entity under FRS 102, 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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £. The financial statements have been prepared under the historical cost convention.

##### **1.2 Going concern**

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

##### **1.3 Charitable funds**

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

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

##### **1.4 Income**

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

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

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.



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

Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold. Donated facilities are included at the value to the charitable company where this can be quantified and a third party is bearing the cost. No amounts are included in the financial statements for services donated by volunteers.

Grant income for costs shared with joint partner agencies is recognised as income to the extent that the grant has been spent at the end of the financial year. Unspent grants for shared costs are included within creditors.

**1.5 Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably. Expenditure on raising funds includes costs which are incurred directly in support of expenditure on the objects of the charitable company.

Expenditure on charitable activities includes governance costs which are incurred in connection with the administration of the charitable company and compliance with constitutional and statutory requirements.

**1.6 Tangible fixed assets**

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold improvements	10% on cost
Equipment	50% on cost

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

**1.7 Impairment of fixed assets**

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

**1.8 Cash and cash equivalents**

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of six months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

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

**1.9 Financial instruments**

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

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

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

**Basic financial assets**

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

**Basic financial liabilities**

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised. Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

**Derecognition of financial liabilities**

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

**1.10 Taxation**

The charity is exempt from corporation tax on its charitable activities.

**1.11 Employee benefits**

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

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

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

**1.12 Retirement benefits**

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

**2. Critical accounting estimates and judgements**

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

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

**3. Donations and Legacies**

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £
Donations and gifts	19,615	7,285	26,900	19,685	1,468	21,153
Grants - government	5,000	450,191	455,191	10,000	488,085	498,085
Grants - other	123,500	726,720	850,220	119,143	719,027	838,170
	<u>148,115</u>	<u>1,184,196</u>	<u>1,332,311</u>	<u>148,828</u>	<u>1,208,580</u>	<u>1,357,408</u>

# NORFOLK COMMUNITY LAW SERVICE LTD

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

### Grants receivable for core activities

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £
Norfolk County Council	-	275,318	275,318	-	328,258	328,258
Access To Justice Foundation	-	211,043	211,043	-	108,181	108,181
The Legal Education Foundation	-	136,199	136,199	-	72,773	72,773
Money Advice and Pensions Service	-	78,375	78,375	-	55,860	55,860
Henry Smith Charity	-	60,000	60,000	-	60,000	60,000
Septagon Charity	50,000	-	50,000	50,000	-	50,000
University of East Anglia	-	50,000	50,000	-	50,000	50,000
OPCC Norfolk	-	46,865	46,865	-	46,865	46,865
Public Health England	-	36,951	36,951	-	36,951	36,951
Tudor Trust	36,000	857	36,857	34,143	12,575	46,718
Norwich City Council - Consortium	-	36,390	36,390	-	37,208	37,208
Norfolk Community Foundation	-	33,807	33,807	-	23,077	23,077
National Lottery	-	30,000	30,000	-	54,380	54,380
Norwich Consolidated Charities	-	30,000	30,000	-	15,590	15,590
Paul Bassham Trust	5,000	25,000	30,000	-	-	-
A B Charitable Trust	25,000	-	25,000	20,000	-	20,000
Probation Service	-	21,353	21,353	-	-	-
Hopestead Charity	-	15,000	15,000	-	10,000	10,000
Home Office	-	12,776	12,776	-	5,520	5,520
Peoples Postcode Trust	-	10,451	10,451	-	14,549	14,549
Adrian Flux	-	10,000	10,000	-	-	-
Alan Boswell Foundation	-	10,000	10,000	-	-	-
Eastern Legal Support Trust	-	8,617	8,617	-	-	-
DWP	-	5,788	5,788	-	-	-
Kings Lynn & West Norfolk Council	-	5,470	5,470	-	-	-
Broadland Council	5,000	-	5,000	10,000	-	10,000
Allen & Overy Foundation	-	5,000	5,000	-	-	-
Norwich City Council - Mediation	-	5,000	5,000	-	5,000	5,000
29th May 1961 Charitable Trust	5,000	-	5,000	5,000	-	5,000
Hobson Charity	-	5,000	5,000	-	-	-
Other	2,500	11,652	14,152	10,000	270,326	280,326
	<b>128,500</b>	<b>1,176,911</b>	<b>1,305,411</b>	<b>129,143</b>	<b>1,207,112</b>	<b>1,336,255</b>

# NORFOLK COMMUNITY LAW SERVICE LTD

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

### 4. Charitable activities

	2025	2024
	£	£
<b>Other Income - Analysis by Fund</b>		
Unrestricted funds	-	-
Restricted funds	2,240	720
	<u>2,240</u>	<u>720</u>

### 5. Investments

	2025	2024
	£	£
Investment income	<u>31,011</u>	<u>9,108</u>

### 6. Expenditure on raising funds

	2025	2024
	£	£
Fundraising and project development	5,145	2,883
Staff costs	32,929	14,600
Other Staff costs	1,260	75
	<u>39,334</u>	<u>17,558</u>

# NORFOLK COMMUNITY LAW SERVICE LTD

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

7. Expenditure on charitable activities	2025 £	2024 £
<b>Staff Costs</b>		
Staff salaries & NI	1,020,064	842,257
Pensions costs	42,029	33,072
	<b>1,062,093</b>	<b>875,329</b>
<b>Other Staff Costs</b>		
Payroll costs	3,279	2,928
Recruitment costs	75	675
Staff training	6,473	9,721
Travel & other staff expenses	7,946	6,934
	<b>17,773</b>	<b>20,258</b>
<b>Other Direct Service Costs</b>		
Client disbursements	22,240	11,310
Advertising & marketing	13,496	3,622
Interpreters	13,658	11,420
Journals & books	952	675
NCAN referral system & other costs	8,264	6,024
Subscriptions	4,741	5,905
Travel & other volunteer expenses	3,047	2,223
Other direct service costs	5,474	4,285
	<b>71,873</b>	<b>45,463</b>
<b>IT Costs</b>		
Case management system	8,864	8,864
IT software, support & consumables	29,117	27,459
	<b>37,981</b>	<b>36,323</b>
<b>Rent Rates &amp; Utilities</b>		
Cleaning	3,229	2,879
Rent & rates	23,159	23,384
Repairs & renewals	590	434
Utilities	8,075	4,522
	<b>35,054</b>	<b>31,219</b>
<b>Office Costs</b>		
Bank charges	263	179
Files storage and waste disposal	2,620	1,909
Insurance	5,170	3,516
Postage, freight & courier	2,116	2,112
Printing & stationery	2,701	2,481
Relocation costs	32,508	-
Small office equipment	4,097	2,750
Sundry expenses	1,150	980
Telephone & internet	11,941	9,881
	<b>62,565</b>	<b>23,808</b>
<b>Governance Costs</b>		
AGM/annual report	2,071	1,909
Audit & accountancy fees	9,225	6,690
Trustee training & development	157	-
Statutory fees	34	48
	<b>11,487</b>	<b>8,647</b>
<b>Capital Costs</b>		
Depreciation costs	34,338	10,578
	<b>34,338</b>	<b>10,578</b>
	<b>1,333,164</b>	<b>1,051,626</b>

# NORFOLK COMMUNITY LAW SERVICE LTD

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

### 7. Expenditure on charitable activities – analysis by fund

	2025	2024
	£	£
Unrestricted funds	69,681	99,026
Restricted funds	1,242,442	952,600
	<u>1,312,123</u>	<u>1,051,626</u>

### 8. Trustees

#### Remuneration and benefits

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

#### Expenses

Any payments to trustees are only in respect of reimbursements for purchases made on behalf of the charity. There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year 31 March 2024.

### 9. Employees

The average monthly number of employees during the year was: **37**

	2025	2024
Support services	9	8
Employed on projects	28	24
	<u>37</u>	<u>32</u>

Employment Costs	Note	2025	2024
		£	£
Staff salaries		968,531	790,730
Employer's national insurance		83,398	65,567
Employer's pensions costs	15	43,094	33,632
		<u>1,095,023</u>	<u>889,928</u>

# NORFOLK COMMUNITY LAW SERVICE LTD

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

The number of staff with annual remuneration more than £60,000 was: 1

### 10. Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

### 11. Tangible fixed assets

	Leasehold Improvements	Equipment	Total
	£	£	£
<b>Cost</b>			
At 1st April 2024	46,649	104,771	151,420
Additions	-	3,577	3,577
At 31st March 2025	<u>46,649</u>	<u>108,348</u>	<u>154,997</u>
<b>Depreciation</b>			
At 1st April 2024	17,263	101,608	118,871
Charge for the year	29,386	4,952	34,338
At 31st March 2025	<u>46,649</u>	<u>106,560</u>	<u>153,209</u>
<b>Net book value</b>			
At 31st March 2024	<u>29,386</u>	<u>3,163</u>	<u>32,549</u>
At 31st March 2025	<u>-</u>	<u>1,789</u>	<u>1,789</u>

### 12. Debtors

Amounts falling due within one year:	2025	2024
	£	£
Trade debtors	212,898	3,613
Prepayments	26,778	9,635
	<u>239,676</u>	<u>13,248</u>

Trade debtors are invoiced values with payment terms dated after the year-end.



# NORFOLK COMMUNITY LAW SERVICE LTD

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

### 13. Creditors

Amounts falling due within one year:	Note	2025 £	2024 £
Other taxation and social security		20,590	17,520
Deferred income	14	200,855	157,405
Trade creditors		16,313	9,607
Other creditors		3,190	-
Accruals		10,948	6,405
		<b>251,895</b>	<b>190,937</b>

### 14. Deferred income

Restricted income is deferred where funding has been received in advance of entitlement or where income and grants are subject to performance-related conditions and received in advance of delivering the services.

	2025 £	2024 £
Arising from Government grants	-	-
Other deferred income	200,855	157,405
	<b>200,855</b>	<b>157,405</b>

Deferred income is included in the financial statements as follows:

	2025 £	2024 £
Deferred income included within: Current liabilities	200,855	157,405
Movements in the year:		
Deferred income at 1 April	157,405	327,391
Released from previous periods	(157,405)	(327,391)
Resources deferred in year	200,855	157,405
Deferred income at 31 March	<b>200,855</b>	<b>157,405</b>

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

**15. Retirement benefit schemes**

**Defined contribution schemes**

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

The charge to profit or loss in respect of defined contribution schemes was £43,094 (2024 - £33,632).

The charitable company offers to its employees membership of a defined contribution pension scheme managed by The Pensions Trust. The scheme was set up with effect from 1 November 2006. For each employee who elects to join the scheme or has a Self-Invested Pension Plan (SIPP), the charitable company (at its sole discretion) currently pays in 5% of the employee's gross pay to the scheme or SIPP.

**16. Provisions for liabilities**

During 2024/25 the charity exercised the break clause within the property lease at 14 Prince of Wales Road. The charity is required under the terms of the lease to reinstate the premises to their original condition at the end of the lease. A provision of £21,040 has been recognised as at 31 March 2025 for the estimated cost of dilapidation works. The works are expected to be carried out during the following financial year.

Movements on provisions were as follows:

	2025	2024
	£	£
Balance at 1 April	-	-
Provision made in year	21,040	-
Provision utilised in year	-	-
Balance at 31 March	<u>21,040</u>	<u>-</u>

**NORFOLK COMMUNITY LAW SERVICE LTD**

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

**17. Restricted funds**

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds			Movement in funds		
	Balance at 1 April 2023	Incoming resources	Resources expended	Balance at 1 April 2024	Incoming resources	Resources expended
	£	£	£	£	£	£
<b>NCLS Advice Services</b>						
Debt Service	17,025	185,074	(150,790)	51,309	146,038	(197,347)
Debt Advice Support	1,133	590	(590)	1,133	-	-
Family Court Support Service	10,476	172,323	(182,799)	-	230,683	(230,170)
Free Legal Advice and Volunteers	419	62,989	(63,408)	-	103,853	(103,068)
Immigration	5,974	119,390	(124,850)	514	175,218	(175,733)
Social Welfare	-	74,001	(74,001)	-	105,258	(104,769)
Welfare Benefits	514	189,578	(189,063)	1,029	203,084	(204,113)
Housing Mediation	-	5,000	(5,000)	-	5,000	(5,000)
Accommodation	34,463	-	(5,077)	29,386	-	(29,386)
Governance	-	-	-	-	4,132	(4,132)
Fundraising	2,500	-	-	2,500	-	(2,500)
	<b>72,503</b>	<b>808,945</b>	<b>(795,577)</b>	<b>85,871</b>	<b>973,266</b>	<b>(1,056,216)</b>
						<b>2,922</b>
<b>Norfolk Community Advice Network</b>						
	<b>140,571</b>	<b>400,355</b>	<b>(157,023)</b>	<b>383,902</b>	<b>213,169</b>	<b>(193,742)</b>
						<b>403,329</b>
	<b>213,074</b>	<b>1,209,300</b>	<b>(952,600)</b>	<b>469,773</b>	<b>1,186,436</b>	<b>(1,249,959)</b>
						<b>406,251</b>

# NORFOLK COMMUNITY LAW SERVICE LTD

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

### 18. Analysis of net assets between funds

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £
Fund balances at 31 March represented by:						
Tangible assets	1,275	514	1,789	-	32,549	32,549
Provisions for Liabilities	(16,023)	(5,017)	(21,040)	-	-	-
Net current assets	385,616	410,755	796,371	314,281	437,225	751,506
	<b>370,868</b>	<b>406,251</b>	<b>777,119</b>	<b>314,281</b>	<b>469,774</b>	<b>784,055</b>

#### Unrestricted funds

Unrestricted funds represent the free funds of the charity which have not been designated for a particular purpose. Unrestricted funding was received during 2024/25 from A B Charitable Trust, 29<sup>th</sup> May 1961 Charity, Broadland Council, Paul Bassham Charitable Trust, R C Snelling Charitable Trust, Septagon Trust and Tudor Trust. Unrestricted funding is used to cover the costs of services that are only partially funded.

The Access to Justice Foundation also provided funding as part of the Improving Lives Through Advice (ILTA), a five-year funding programme designed to support the delivery of free legal advice to marginalised people and communities across England. Core funding was awarded to meet increasing demand for services amid a picture of mounting social and economic need. This has also been allocated to services partially funded during the year.

#### Restricted funds

Restricted funds comprise the following:

##### - Debt Service

This service, which provides debt advice for clients made vulnerable by society e.g. offenders, ex-offenders, people with mental health issues or learning difficulties, was funded by Money and Pensions Service, The Henry Smith Charity, Norwich Consolidated Charities, Advice UK, the Probation Service, Hopestead, the Charity of Lilian Armitage and the Anne French Memorial Trust. The Money and Pensions Service also provided funding as part of the Debt Modernisation project, enabling more Debt outreach work and the start of digital improvements. All resources were expended in the year ending 2024/25.

##### - Debt Advice Support

Funds are raised to cover the cost of clients applying for Debt Relief Orders or Bankruptcy Orders and similar disbursements. £1,133 remains unspent and has been carried forward to 2025/26.

## **NORFOLK COMMUNITY LAW SERVICE LTD**

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

#### **- Housing Mediation**

This service is partially funded by Norwich City Council to provide a housing mediation service for Norwich City Council housing tenants. All resources were expended in the year ending 2024/25.

#### **- Family/ Domestic Abuse Service**

The Family Court Support and Domestic Abuse service was funded by Access to Justice Foundation, Norfolk County Council, Lady Hind Trust, Office of the Police and Crime Commissioner for Norfolk and The Legal Education Foundation.

The Justice First Fellowship Scheme enabled us to provide training and work experience, with the individual successfully qualifying as a Family Law Solicitor at the end of the training period. The solicitor has been employed by NCLS for the 2025/26 financial year.

£514 capital costs funded by the service are carried forward to 2025/26.

#### **- Free Legal Advice and Volunteers**

This service is partially funded by the University of East Anglia to organise, manage and train the student volunteers who assist in the delivery of all NCLS services, including the Free Legal Advice service which is provided by volunteer legal professionals. Funding was also received from Cromer Town Council and Norfolk County Council. The Allen & Overy Foundation contributed towards the cost of a Legal Intern over the summer period.

#### **- Immigration**

This service was partially funded by Norwich City Council, Norfolk County Council, Norfolk Community Foundation, The Henry Smith Charity, Adrian Flux, Alan Boswell Charitable Trust and the East of England Legal Support Trust to provide advice on residency status and entitlements. The service is also funded by the Home Office as part of the EVisa Scheme, to help vulnerable individuals with their EVisa registrations. Kings Lynn and West Norfolk Council have funded Immigration outreach sessions throughout the year.

#### **- Social Welfare**

The Social Welfare Solicitor and Mobile Legal Adviser posts were partly funded by Access to Justice Foundation, National Lottery Community Fund, Norfolk County Council and Norfolk Community Foundation. We were able to employ an additional Mobile Legal Adviser to increase the number of outreach sessions and cover a larger geographical area with funding from the Paul Bassham Trust, Dereham Town Council, Fakenham Town Council, Sheringham Town Council and Thetford Town Council. £489 capital costs funded by the service are carried forward to 2025/26.

#### **- Welfare Benefits**

The Welfare Benefits Service is partially funded by Access to Justice Foundation, Anne French Memorial Trust, DWP, Norfolk County Council, Norwich City Council, Norwich Consolidated Charities, The Henry Smith Charity, Lilian Armitage Charity, Lady Hind Trust, Hopestead and Peoples Postcode Trust.

#### **- Hardship Support Vouchers**

We distributed £20,000 of Hardship Support Vouchers to clients across all services. These were funded through Norfolk Community Foundation.

## NORFOLK COMMUNITY LAW SERVICE LTD

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

#### - Fundraising

£2,500 consultancy costs were exhausted in 2024/25 as part of the Legal Contract Application.

#### - Norfolk Community Advice Network

This service is fully funded by Norfolk County Council and Norwich City Council. £406,554 revenue reserves are carried forward into 2025/26.

#### 19. Other financial commitments

A new 10 year lease was signed at 4 Duke Street on 09 April 2025. The agreed rent on the property is £45,000 per annum in years 1 & 2, £50,000 in year 3, £55,000 in year 4 and £60,000 in year 5 after which the rental amount is subject to review. The company has the option to terminate the lease on 12 March 2028, 2030 or 2032, subject to six months written notice being given.

#### 20. Related party disclosures

All related party relationships and interests are required to be disclosed and documented at every Board meeting.

There were no related party transactions for the years ended 31 March 2025 or 31 March 2024.

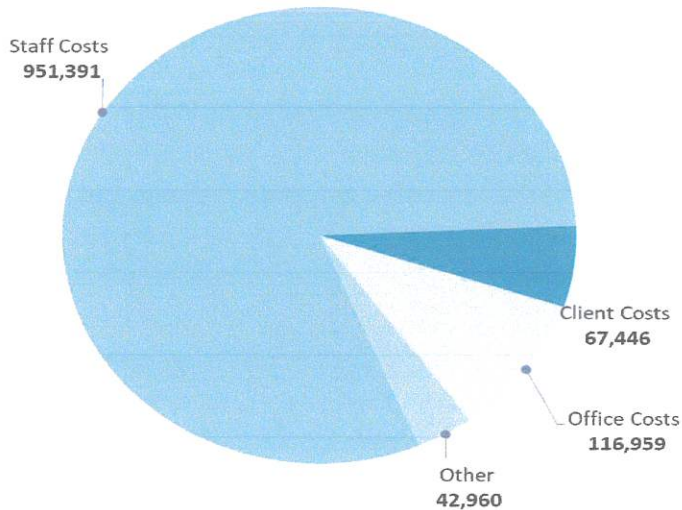
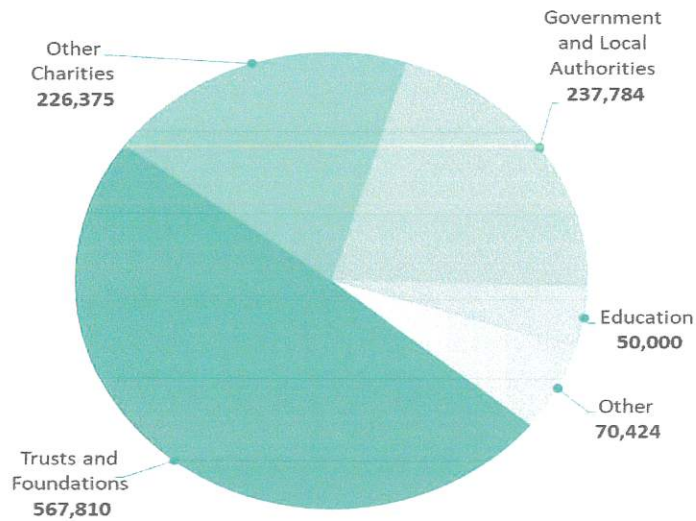
#### 21. Cash generated from operations

	2025 £	2024 £
Surplus for the year	(6,936)	298,052
Adjustments for:		
Investment income recognised in statement of financial activities	(31,011)	(9,108)
Depreciation and impairment of tangible fixed assets	34,338	10,578
Movements in working capital:		
Decrease/(increase) in debtors	(226,428)	305,607
(Decrease)/increase in creditors	17,509	(133,613)
(Decrease)/increase in deferred income	43,450	(169,987)
(Decrease)/increase in provisions for liabilities	21,040	-
<b>Cash generated from operations</b>	<b>(148,038)</b>	<b>301,529</b>

	2025 £			2024 £		
	Unrestricted Funds	Restricted Funds	Total Funds	Unrestricted Funds	Restricted Funds	Total Funds
Income	179,127	973,267	<b>1,152,393</b>	157,936	808,946	<b>966,882</b>
Expenditure	122,539	1,056,216	<b>1,178,756</b>	116,584	795,578	<b>912,161</b>
Surplus/ (Deficit)	56,587	(82,950)	<b>(26,362)</b>	41,353	13,368	<b>54,720</b>
Fund balances at 1 April	314,282	85,871	400,153	272,929	72,503	345,432
Fund balances at 31 March	<b>370,869</b>	<b>2,922</b>	<b>373,790</b>	<b>314,281</b>	<b>85,871</b>	<b>400,152</b>

**INCOME  
NCLS ADVICE  
SERVICES  
2024-25**

**TOTAL  
£1,152,393**



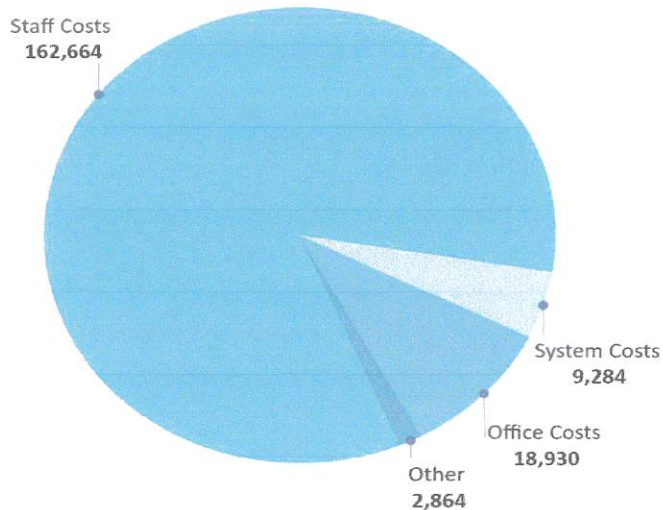
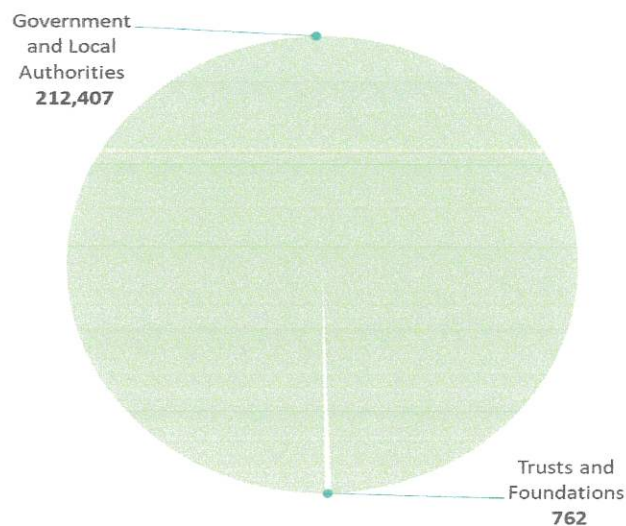
**EXPENDITURE  
NCLS ADVICE  
SERVICES  
2024-25**

**TOTAL  
£1,178,756**

	2025 £		2024 £	
	Restricted Funds	Total Funds	Restricted Funds	Total Funds
Income	213,169	<b>213,169</b>	400,355	<b>400,355</b>
Expenditure	193,742	<b>193,742</b>	157,023	<b>157,023</b>
Surplus/ (Deficit)	19,427	<b>19,427</b>	243,332	<b>243,332</b>
Fund balances at 1 April	383,902	383,902	140,571	140,571
Fund balances at 31 March	<b>403,329</b>	<b>403,329</b>	<b>383,903</b>	<b>383,903</b>

**INCOME**  
**NORFOLK COMMUNITY**  
**ADVICE NETWORK**  
**2024-25**

**TOTAL**  
**£213,169**



**EXPENDITURE**  
**NORFOLK COMMUNITY**  
**ADVICE NETWORK**  
**2024-25**

**TOTAL**  
**£193,742**