

REGISTERED COMPANY NUMBER: 03727129 (England and Wales)
REGISTERED CHARITY NUMBER: 1075210

Report of the Trustees and
Financial Statements for the Year Ended 31 March 2025
for
HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

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HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

Reference and Administrative Details 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). The charity delivered services from two main offices, within the London Borough of Hounslow, situated in Chiswick and Feltham. The Trustee Board delegates the day-to-day running of the service to one Chief Executive, who oversees all outlets. Each of the bureaux also have their own Advice Session Supervisor. Last year, in total, on average, the charity employed 12 full-time (4-5 days per week) and 6 part-time (2-3 days per week) Advice Workers. In addition, the charity was supported by its trustees, honorary legal advisers and about sixty volunteers in various roles.

Reference and Administrative Details

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

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

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
03727129 (England and Wales)

Registered Charity number
1075210

Registered office
HOUNSLOW CABX SERVICE
2ND FLOOR, THE CENTRE
HIGH STREET
FELTHAM
Middlesex
TW13 4GU

Trustees

J K Murray	Director Co-Chair
C T Albrow	Director Co-Chair
Brenda Otto	Director Treasurer
G Pope	Director
M Gill (Solicitor)	Director
J Saad	Director (26 March 2025)
I.M Williams	Director (10 November 2024)

EX Officio

Aiman Elal Company Chief Executive Officer
Annalisa Menini Head of Advice Service

COMPANY SECRETARY

A Elal

INDEPENDENT AUDITORS

Chowdhary & Co
Chartered Accountants & Registered Auditors
46 Syon Lane
TW7 5NQ

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

Reference and Administrative Details for the Year Ended 31 March 2025

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 27th January 2026 and signed on the board's behalf by:

.....
John Murray
Trustee Co-Chairman

.....
Chris Albrow
Trustee Co-Chairman

During the year, the charity continued to work within its current **2023-2025** Business Plan. A risk assessment was carried out during the year and all policies, systems and procedures that had been established to mitigate any major risks were reviewed. The Business Plan is reviewed regularly at trustee board meetings.

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

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 2024. 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).

STRATEGIC REPORT

Introduction

The 2024/25 financial year has been one of both challenge and achievement for Citizens Advice Hounslow. Against the ongoing backdrop of the cost-of-living crisis, demand for our help has continued to rise sharply as more residents struggle to meet essential costs. Our service has once again proven vital — providing thousands of people with the advice, guidance and practical support they need to navigate difficult and often overwhelming circumstances.

Through the compassion and dedication of our staff and volunteers, we have supported individuals and families to secure income, manage debt, avoid eviction, and regain stability. In doing so, we have helped to strengthen the fabric of our community during one of the most testing times in recent memory.

Objectives and Activities

Our mission is to improve the lives of people living in the London Borough of Hounslow by advancing education, promoting health and wellbeing, and relieving poverty, sickness and distress. These core aims have remained constant and continue to guide all aspects of our work.

In line with the Charity Commission's guidance on public benefit, the trustees regularly review our activities to ensure they continue to meet the needs of our community. We provide free, independent and confidential advice to anyone who needs it, ensuring that no one is left without access to their rights, responsibilities or voice.

To sustain this vital work, we actively seek funding from a range of partners including local authorities, charitable trusts, and national programmes. Our main offices in Chiswick Town Hall and The Centre, Feltham, together with multiple outreach venues across the borough, ensure that our services remain accessible to all. During the year, we also launched our Mobile Advice Unit, which allows us to reach residents in the most deprived and isolated areas — ensuring that help is available where it is needed most.

Indebted to Our Volunteers and Staff

The success of Citizens Advice Hounslow is built upon the dedication of our people. Our volunteers are the heart of our organisation, giving freely of their time, skill and compassion. Around 30 volunteers contribute between 6–12 hours each week across advice, reception, social policy and administrative roles — amounting to over 324 hours of support every week.

Alongside them, our highly committed staff team continues to deliver outstanding results under immense pressure. Their professionalism, resilience and empathy ensure that every client receives the highest standard of service. Our honorary legal advisers and trustees also donate their expertise, strengthening the quality of our advice and governance.

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

Report of the Trustees for the Year Ended 31 March 2025

Together, our staff and volunteers form a remarkable team whose collective effort enables us to make a tangible difference every single day.

A Record of Strong Achievements and Performance

Despite the many challenges of the past year, Citizens Advice Hounslow has achieved exceptional results. In 2024/25, we provided advice and support to 16,522 unique clients, addressing 66,633 individual issues — exceeding all key performance indicators.

Our interventions helped secure £20,124,736 in financial gains for local residents. These life-changing outcomes were achieved through the tireless work of our advisers, caseworkers and volunteers, ensuring that vulnerable people could access the support and income they are entitled to.

We are particularly proud of our continuing partnership with local solicitors, who deliver pro bono legal advice sessions valued at approximately £600,000. This collaboration enhances the range of specialist help we can offer to clients across the borough.

Financial Outcomes

The financial gains achieved through our work are both vast and impactful. In 2024/25, we secured over £20,000,000 million in financial benefits for our clients—almost double the previous year's total. These gains were achieved through diligent advice and casework support, including:

£15.144 million in benefits income gains, supporting individuals in accessing critical financial support.

£4.24 million in debts written off, providing debt relief to those struggling under unmanageable financial burdens.

£93,763 in reimbursements for clients, and **£66,286** in repayments rescheduled, reducing immediate financial pressures.

Beyond these hard financial outcomes, our interventions also yielded significant improvements in clients' overall well-being. The financial support we helped secure often provided a critical lifeline, ensuring that individuals could meet essential living costs, avoid homelessness, and regain some control over their financial futures.

Additionally, the long-term impact of these gains cannot be understated. Securing financial stability for our clients not only helps them today but also creates a foundation for a more stable future, reducing reliance on emergency support services and empowering individuals to regain control over their lives.

Challenges Faced in 2024/25

The year brought significant pressures, as the economic climate continued to affect every aspect of our work.

- **Rising demand and limited resources:** The number of people seeking our help nearly doubled compared with pre-pandemic levels, stretching our capacity to its limits. Advisers faced increasingly complex caseloads, often supporting clients with multiple and interrelated problems.
- **Growing complexity of cases:** Many clients now require extensive casework and advocacy to resolve their issues. Limited digital skills, language barriers and mental health challenges often add further complexity.

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

Report of the Trustees for the Year Ended 31 March 2025

- **Increased vulnerability:** One in four clients reported mental health concerns linked to financial stress, with particular impact on disabled people, single parents and ethnic minority communities.
- **Capacity constraints:** Despite expanding outreach and launching our Mobile Advice Unit, we were unable to meet all demand. Long waiting times and oversubscribed phone lines remain a concern.

These challenges underscore the urgent need for sustained investment to ensure that everyone who turns to us for help can receive timely support.

Looking Ahead

As we move into 2025/26, Citizens Advice Hounslow anticipates continuing high demand due to welfare reform, Council Tax Support changes and ongoing financial hardship. Fuel poverty and rising living costs will remain key issues for our clients.

Our focus will be on expanding our capacity — recruiting and training additional advisers, enhancing our outreach network, and securing new sources of funding to ensure no one in our community is left without help.

We will continue to advocate for fair treatment, provide specialist advice in debt, housing, benefits and health, and ensure our services remain inclusive and accessible. Above all, we will stand alongside our clients, helping them build financial stability and resilience in uncertain times.

Financial review

Our principal funding continues to come from London Borough of Hounslow, under the five-year agreement (April 2024 – March 2029). Additional funding and support were provided by Citizens Advice (Help to Claim and Help Through Hardship), Trust for London, National Lottery, Henry Smith Charity, Macmillan, and Thames Water Trust, among others.

The Feltham office is generously provided by the London Borough of Hounslow as an in-kind contribution valued at approximately £15,000 per annum.

For the year, we achieved an overall surplus of £17,900.61, reflecting successful fundraising and some delays in staff recruitment. The trustees continue to monitor reserves carefully to ensure sufficient provision for pension liabilities, contingencies and capital requirements.

We remain deeply grateful to our funders and partners for their continued trust and support. Through their generosity, we are able to deliver life-changing assistance to those most in need. We also thank the London Catalyst Samaritan Fund, Greater Change, Isleworth and Hounslow Charity, and the Skinners' Trust for their vital grants to clients facing hardship.

Risk management

The trustees maintain a comprehensive risk management framework, reviewed annually. Key elements include:

- identification and assessment of strategic, operational and financial risks;
- implementation of systems and controls to mitigate those risks; and
- contingency planning to minimise any potential impact.

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

Report of the Trustees for the Year Ended 31 March 2025

Financial sustainability remains our highest priority, alongside ensuring the health and safety of our staff, volunteers and clients. The reserves policy is reviewed regularly to ensure adequate working capital and resilience against unforeseen events.

Plans for future periods

Looking ahead, our goal is to continue delivering high-quality, accessible advice and support from all our offices and outreach venues, extending our reach where resources allow.

We will build on our strong partnerships with local solicitors and community organisations, maintaining our focus on key areas such as debt, welfare benefits, housing and health. Fundraising will remain central to our strategy as we seek to meet the growing demand for our services. We will also continue to strengthen our multilingual advice offer and recruit volunteers who reflect the diversity of Hounslow's communities. Regular collection of client profile data and satisfaction surveys will help us monitor performance and ensure our services continue to meet local needs effectively. Through innovation, partnership and compassion, Citizens Advice Hounslow will remain a trusted and essential lifeline for those who need us most.

Structure, governance and management

The charity is constituted as a company limited by guarantee and was incorporated on 02 March 1999. During 2024-2025, the charity was governed by its memorandum and articles of association. The charity is a member of Citizens Advice (the operating name for the National Association of Citizens Advice Bureaux).

The charity is administered by a Trustee Board, which is made up of trustees (voting members) and officers (non-voting ex officio staff members) as described below. It is responsible for ensuring that all bureaux offices are properly staffed, have adequate premises, proper equipment and the necessary finance to maintain the service to the community. All trustees are elected each year at our Annual General Meeting and are required to sign a 'Register of Interests' form. New trustees are sought when needed and sometimes for special skills that may be required for an effective board. In order to maintain a board that is representative of our local community and to encourage involvement from any groups that we feel may not be represented, nominations are sought by placing articles in the media, sending out mail shots and approaching other agencies and organisations. Any prospective new trustee is interviewed by two of our existing trustees and the CEO, and, after we have checked for any conflict of interest, s/he is invited to observe at the next trustee board meeting. With the agreement of the board, s/he is then invited to become a trustee and co-opted at the following meeting. All prospective trustees are sent an induction pack, which informs them about the role of a trustee and the responsibilities of a trustee board. The pack also gives a very good breakdown of the structure of our local service, the areas of work covered by us and a good picture of the CAB service as a whole. All new trustees attend induction courses run by Citizens Advice and our Local Authority (Hounslow).

The Trustee Board delegates the day-to-day running of the service to one Chief Executive, who oversee all outlets. Last year, in total, on average, the charity employed 48 full-time (4-5 days per week) and part-time (2-3 days per week) Advice Workers. In addition, the charity was supported by its trustees, honorary legal advisers and about 30 volunteers in various roles.

Governing document

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

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

Report of the Trustees
for the Year Ended 31 March 2025

TRUSTEES' REPORT

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

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

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and regulations. Under that Law the Trustees must prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable Law).

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.
- State whether applicable UK accounting standard have been followed subject to any material departures disclosed and explained in the financial statements.

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

In so far as the trustees are aware:

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

AUDITORS

Bhupindar Singh Chowdhary of Chowdhary and Co, Chartered Accountants & Registered Auditors, was appointed as auditors during the year.

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 27th January 2026 and signed on its behalf by:

.....
John Murray
Trustee Co-Chairman

.....
Chris Albrow
Trustee Co-Chairman.

Report of the Independent Auditors to the Members of
HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE
for the Year Ended 31 March 2025

Opinion

We have audited the financial statements of HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement 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), including Financial Reporting Standard 102, The Financial Reporting Standard applicable in the UK and Republic of Ireland.

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 result, 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 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 Trustees' report, which includes the directors' report and the strategic report, prepared for Company Law purposes, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The Strategic report and the directors' report included within the Trustees' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees including the strategic report.

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

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

Responsibilities of 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.

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:

Report of the Independent Auditors to the Members of
HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

Obtaining an understanding of the legal and regulatory framework applicable to the entity and how the entity is complying with that framework.

Assessing the susceptibility of the entity's financial statements to material misstatement, including how fraud might occur.

Discussions with management of any unknown or suspected fraud or instances of non-compliance with laws and irregularities.

Identifying and testing any unusual journal entries, specifically those impacting revenue or costs classification.

The engagement team collectively had the appropriate competence and capabilities to identify or recognise non-compliance with laws and regulations.

Understanding and evaluating the entity's current activities, and effectiveness of management controls to prevent and detect irregularities.

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

Bhupindar Chowdhary FCA
(Senior Statutory Auditor)

For and on behalf of
Chowdhary & Co
Chartered Accountants & Registered Auditors
46 Syon Lane
Iselworth
Middlesex
TW7 5NQ

Date: 27th January 2026

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

Statement of Financial Activities for the Year Ended 31 March 2025

	Notes	Unrestricted fund £	Restricted fund £	31.3.25 Total funds £	31.3.24 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	-	15,897	15,897	56,324
Charitable activities	3				
Charitable activity		450,001	855,923	1,305,924	1,091,564
Total		450,001	871,820	1,321,821	1,147,888
EXPENDITURE ON					
Raising funds	4	848	1,647	2,495	-
Charitable activities	5				
Charitable activity		442,484	858,941	1,301,425	1,128,476
Total		443,332	860,588	1,303,920	1,128,476
NET INCOME		6,669	11,232	17,901	18,412
Transfers between funds	15	-	-	-	(22,839)
Net movement in funds		6,669	11,232	17,901	(4,427)
RECONCILIATION OF FUNDS					
Total funds brought forward		445,274	239,019	684,293	688,720
TOTAL FUNDS CARRIED FORWARD		<u>451,943</u>	<u>250,251</u>	<u>702,194</u>	<u>684,293</u>

The notes form part of these financial statements

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

Balance Sheet 31 March 2025

	Notes	Unrestricted fund £	Restricted fund £	31.3.25 Total funds £	31.3.24 Total funds £
FIXED ASSETS					
Tangible assets	11	13,983	34,475	48,458	54,515
CURRENT ASSETS					
Debtors & Prepayments		2,678	5,199	7,877	4,690
Cash at bank and in hand		<u>343,205</u>	<u>666,223</u>	<u>1,009,428</u>	<u>839,199</u>
		345,883	671,422	1,017,305	843,889
CREDITORS					
Amounts falling due within one year	12	(4,419)	(7,417)	(11,836)	(7,126)
		<u>341,464</u>	<u>664,005</u>	<u>1,005,469</u>	<u>836,763</u>
NET CURRENT ASSETS					
		355,447	698,480	1,053,927	891,278
TOTAL ASSETS LESS CURRENT LIABILITIES					
		355,447	698,480	1,053,927	891,278
CREDITORS					
Amounts falling due after more than one year	13	(37,939)	(73,647)	(111,586)	(122,784)
ACCRUALS AND DEFERRED INCOME	14	(81,650)	(158,497)	(240,147)	(84,202)
RETIREMENT HEALTHCARE BENEFITS OBLIGATIONS		-	-	-	1
		<u>235,858</u>	<u>466,336</u>	<u>702,194</u>	<u>684,293</u>
NET ASSETS					
		<u>235,858</u>	<u>466,336</u>	<u>702,194</u>	<u>684,293</u>

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

Balance Sheet 31 March 2025 - continued

FUNDS OF THE CHARITY	15		
Unrestricted funds		451,943	445,274
Restricted funds		<u>250,251</u>	<u>239,019</u>
TOTAL FUNDS		<u>702,194</u>	<u>684,293</u>

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

.....
Brenda Otto – Treasurer Trustee

The notes form part of these financial statements

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

Cash Flow Statement for the Year Ended 31 March 2025

	Notes	31.3.25 £	31.3.24 £
Cash flows from operating activities			
Cash generated from operations	1	<u>170,229</u>	<u>25,450</u>
Net cash provided by/(used in) operating activities		<u>170,229</u>	<u>25,450</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		<u>-</u>	<u>(60,573)</u>
Net cash (used in)/provided by investing activities		<u>-</u>	<u>(60,573)</u>
		<u>170,229</u>	
Change in cash and cash equivalents in the reporting period		170,229	(35,123)
Cash and cash equivalents at the beginning of the reporting period		<u>839,199</u>	<u>913,823</u>
Cash and cash equivalents at the end of the reporting period		<u>1,009,428</u>	<u>839,199</u>

The notes form part of these financial statements

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

Notes to the Cash Flow Statement for the Year Ended 31 March 2025

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.3.25 £	31.3.24 £
Net income for the reporting period (as per the Statement of Financial Activities)	17,901	18,412
Adjustments for:		
Depreciation charges	6,057	6,058
(Increase)/decrease in debtors	(3,187)	
Increase/(decrease) in creditors	<u>149,458</u>	<u>980</u>
Net cash provided by/(used in) operations	<u><u>170,229</u></u>	<u><u>25,450</u></u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.24 £	Cash flow £	At 31.3.25 £
Net cash			
Cash at bank and in hand	<u>839,199</u>	<u>170,229</u>	<u>1,009,428</u>
	<u>839,199</u>	<u>170,229</u>	<u>1,009,428</u>
Total	<u><u>839,199</u></u>	<u><u>170,229</u></u>	<u><u>1,009,428</u></u>

Notes to the Financial Statements
for the Year Ended 31 March 2025

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

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 have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably. Income is recognised when the Charity is legally entitled to the income after any performance conditions have been met. Donations are recognised on receipts, Grants are accounted when they become receivable

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life. Motor Vehicles: 10% Straight Line Basis.

Taxation

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

Fund accounting

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

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

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

Pension costs and other post-retirement benefits

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

Debtors and prepayments:

Debtors are receivable within one year are recognised at the transaction price. Prepayments are valued at the amount prepaid net of any discounts

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

Notes to the Financial Statements continued for the Year Ended 31 March 2025

Creditors and accruals

Creditors payable within one year or more than one year are recognised at the transaction price. Accruals are valued at the net cost less any discounts.

Provisions

Provisions are recognised when the Charity has an obligation at the balance sheet date and result of a past event and can be reliably estimated.

2. DONATIONS AND LEGACIES

	31.3.25	31.3.24
	£	£
Donations	2,190	1,201
Innovation Fund	13,707	43,123
		-
Cost of Living	-	12,000
	<u>15,897</u>	<u>56,324</u>

3. INCOME FROM CHARITABLE ACTIVITIES

		31.3.25	31.3.24
	Activity	£	£
LB Hounslow	Charitable activity	447,501	415,000
LB Ealing		4,286	-
Thames Water Trust	Charitable activity	39,848	19,930
CAB-Help through			
Hardship	Charitable activity	219,575	235,220
City Bridge	Charitable activity	-	40,165
Trust for London	Charitable activity	23,375	61,183
Lottery Grant	Charitable activity	109,393	64,770
Henry Smith Grant	Charitable activity	47,375	35,125
GLA Advice Bureau	Charitable activity	59,493	34,500
CAB-Help to Claim	Charitable activity	<u>355,078</u>	<u>185,671</u>
		<u>1,305,924</u>	<u>1,091,564</u>

Grants received, included in the above, are as follows:

	31.3.25	31.3.24
	£	£
	<u>156,768</u>	<u> </u>

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

Notes to the Financial Statements - continued for the Year Ended 31 March 2025

4. RAISING FUNDS

Raising donations and legacies

	31.3.25	31.3.24
	£	£
Support costs	<u>2,495</u>	<u>-</u>

5. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 6) £	Totals £
Charitable activity	<u>1,201,291</u>	<u>102,629</u>	<u>1,303,920</u>

6. SUPPORT COSTS

	Depreciation £	Information technology £	Human resources £	Other £
Charitable activity	<u>6,057</u>	<u>23,418</u>	<u>4,867</u>	<u>23,307</u>

	Other 2 £	Other 3 £	Governance costs £	Totals £
Charitable activity	<u>27,391</u>	<u>6,865</u>	<u>10,723</u>	<u>102,628</u>

7. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.3.25	31.3.24
	£	£
Auditors' remuneration	4,000	3,500
Depreciation - owned assets	<u>6,057</u>	<u>6,058</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.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year ended 31 March 2024.

9. STAFF COSTS

	31.3.25	31.3.24
	£	£
Wages and salaries	1,048,529	908,918
Social security costs	87,893	78,218
Other pension costs	19,793	19,593
	<u>1,156,215</u>	<u>1,006,729</u>

The amount recognised in the financial statement activities as an expense in relation to defined contributions plans was £197,793 (2024: £19,593). Charity operates a defined contribution pension scheme. These assets are held separate from these of the Charity in an independent administered fund. Contributions totalling £4217 (2024: £3460) were payable at the balance sheet date and are included in creditors.

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

31.3.25	31.3.24
<u>41</u>	<u>36</u>

One employees received emoluments in excess of £60,000 as permitted by Memorandum and articles of association.

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted fund £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	21,403	34,921	56,324
Charitable activities			
Charitable activity	414,797	676,767	1,091,564
	<u>436,200</u>	<u>711,688</u>	<u>1,147,888</u>
Total			
EXPENDITURE ON			
Charitable activities			
Charitable activity	428,687	700,789	1,129,476
	<u>428,687</u>	<u>700,789</u>	<u>1,129,476</u>
Total			
	<u>7,513</u>	<u>10,899</u>	<u>18,412</u>
NET INCOME			

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted fund £	Restricted fund £	Total funds £
Transfers between funds	<u>(50,413)</u>	<u>27,574</u>	<u>(22,839)</u>
Net movement in funds	(42,900)	38,473	(4,427)
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>488,174</u>	<u>200,546</u>	<u>688,720</u>
TOTAL FUNDS CARRIED FORWARD	<u>445,274</u>	<u>239,019</u>	<u>684,293</u>

11. TANGIBLE FIXED ASSETS

	Motor vehicles £
COST	
Brought forward	<u>60,573</u>
DEPRECIATION	
Brought forward	6,058
Charge for year	<u>6,057</u>
NET BOOK VALUE	
At 31 March 2025	<u>48,458</u>
At 31 March 2024	<u>54,515</u>

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.25	31.3.24
	£	£
Trade creditors	-	501
Social security and other taxes	(161)	(330)
Pension creditor	4,217	3,460
Accrued expenses	<u>7,780</u>	<u>3,495</u>
	<u>11,836</u>	<u>7,126</u>

13. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	31.3.25	31.3.24
	£	£
Other creditors	111,571	122,669
Samaritan fund	<u>15</u>	<u>115</u>
	<u>111,586</u>	<u>122,784</u>

14. ACCRUALS AND DEFERRED INCOME

	31.3.25	31.3.24
	£	£
Accruals and deferred income	<u>240,147</u>	<u>84,202</u>

15. MOVEMENT IN FUNDS

	At 1.4.24	Net movement	Transfers	At
	£	in funds	between	31.3.25
		£	funds	£
			£	
Unrestricted funds				
General fund	445,274	6,669	-	451,943
Restricted funds				
Restricted Funds	239,019	11,232	-	250,251
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
TOTAL FUNDS	<u>684,293</u>	<u>17,901</u>	<u>-</u>	<u>702,194</u>

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

15. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	450,001	(443,332)	6,669
Restricted funds			
Restricted Funds	871,820	(860,588)	11,232
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>1,321,821</u>	<u>(1,303,920)</u>	<u>17,901</u>

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	488,174	7,513	(50,413)	445,274
Restricted funds				
Restricted Funds	200,546	10,899	27,574	230,019
	<hr/>	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>688,720</u>	<u>18,412</u>	<u>(22,839)</u>	<u>684,293</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	436,200	(428,687)	7,513
Restricted funds			
Restricted Funds	711,688	(700,789)	10,899
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>1,147,888</u>	<u>(1,129,476)</u>	<u>18,412</u>

16. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2025.

17. LEGAL STATUS

The Charity is a company limited by guarantee and has no share capital. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 for each member of the Charity.

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

Detailed Statement of Financial Activities for the Year Ended 31 March 2025

	31.3.25 £	31.3.24 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	2,190	1,201
Innovation Fund	13,707	43,123
Cost of Living	-	12,000
	<u>15,897</u>	<u>56,324</u>
Charitable activities		
LB Hounslow	447,501	415,500
LB Ealing	4,286	-
Thames Water Trust	39,848	19,930
CAB-Help through Hardship	219,575	235,220
City Bridge	-	40,165
Trust for London	23,375	61,183
Lottery Grant	109,393	64,770
Henry Smith Grant	47,375	35,125
GLA Advice Bureau	59,493	34,500
CAB-Help to Claim	355,078	185,671
	<u>1,305,924</u>	<u>1,091,564</u>
Total incoming resources	1,321,821	1,147,888
EXPENDITURE		
Charitable activities		
Wages	1,048,529	908,918
Social security	87,894	78,218
Pensions	19,793	19,593
Local Authority Subscriptions	15,380	14,722
Reference Materials	1400	1,155
Telephone	11,338	7,288
Travelling	3,866	2,628
Training & Welfare	2,226	5,217
Office expenses	1,442	1,334
Translation Services	9,423	6,410
	<u>1,201,291</u>	<u>1,045,483</u>

This page does not form part of the statutory financial statements

Detailed Statement of Financial Activities
for the Year Ended 31 March 2025

	31.3.25 £	31.3.24 £
Support costs		
Depreciation		
Motor vehicles-Depreciation	6,057	6,058
Information technology		
IT Support	7,915	10,838
IT Software	2,339	355
IT equipment	12,038	5,247
Website costs	<u>1,126</u>	<u>1,061</u>
	23,418	17,501
Human resources		
HR And Employment support	4,867	5,667
Other		
Insurance	3,017	5,086
Bank Charges	79	80
Consultancy	7,001	2,003
Sundries/Subscriptions	3,565	905
Payroll services	2,576	2,264
Motor running expenses	<u>7,069</u>	<u>5,424</u>
	23,307	15,762
Other 2		
Repairs and maintenance	5,996	-
Rent & Service Charge- Chiswick	9,842	9,759
Office Equipment	901	-
Recruitment	6,241	10,341
Cleaning	<u>4,411</u>	<u>4,706</u>
	27,391	24,806
Other 3		
Postage and stationery	4,370	4,296
Fund raising costs	2,495	-
	<u>6,865</u>	<u>4296</u>
Governance costs		
Auditors' remuneration	4,000	3,500
Accountancy fees	6,187	5,965
Legal fees	536	438
	<u>10,723</u>	<u>9,903</u>
 Total resources expended	 <u>1,303,921</u>	 <u>1,129,476</u>
Net income	 <u><u>17,901</u></u>	 <u><u>18,412</u></u>

Appendix A - FRS 102 disclosures for the 12 months ended 31 March 2025

Pension cost note

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

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

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

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

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

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

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

Appendix A - FRS 102 disclosures for the 12 months ended 31 March 2025

The major assumptions used by the actuary were (in nominal terms) as follows:

	As at 31/03/2025	As at 31/03/2024
Discount rate	5.80%	4.90%
Inflation assumption (RPI)	3.10%	3.20%
Inflation assumption (CPI)	2.75%	2.80%
Revaluation of deferred pensions in excess of GMP	2.75%	2.80%
Pension in payment increases of:		
- CPI or 5% p.a. if less	2.70%	2.80%
- CPI inflation since retirement or 5% p.a. compound if less	2.70%	2.80%
- CPI or 3% p.a. if less	2.30%	2.50%
Commutation of pension for cash at retirement	75% of HMRC maximum	75% of HMRC maximum

	As at 31/03/2025	As at 31/03/2024
Assumed life expectancies on retirement at age 65 are:		
Retiring today - Males	20.6	20.6
Retiring today - Females	23.4	23.4
Retiring in 20 years time - Males	21.9	21.8
Retiring in 20 years time - Females	24.6	24.5

	Value at 31/03/2025 £000s	Value at 31/03/2024 £000s
The assets in the Plan were:		
Multi asset funds	25,527	26,047
Structured equity and LDI	29,553	33,448
Cash	831	1,100
Fair value of Plan assets	55,911	60,594

The actual return on assets over the period was:	(2,113)	307
Present value of funded obligations	96,535	107,082
Fair value of Plan assets	<u>55,911</u>	<u>60,594</u>
Surplus/(deficit) in funded scheme	<u>(40,624)</u>	<u>(46,488)</u>
Present value of unfunded obligations	0	0
Unrecognised actuarial gains (losses)	0	0
Adjustment in respect of asset ceiling	<u>0</u>	<u>0</u>
Net liability in balance sheet	<u>40,624</u>	<u>46,488</u>

Reconciliation of opening and closing balances of the present value of the defined benefit obligation

	31/03/2025	31/03/2024
	£000s	£000s
Benefit obligation at beginning of year	107,082	111,169
Current service cost	604	693
Interest cost	5,122	5,250
Contributions by Plan participants	0	0
Actuarial (gains)/losses	(10,485)	(5,729)
Benefits paid and expenses	(5,788)	(5,676)
Past service cost	0	1,375
Settlements	0	0
Business combinations	0	0
Exchange rate	<u>0</u>	<u>0</u>
Benefit obligation at end of year	<u>96,535</u>	<u>107,082</u>

Reconciliation of opening and closing balances of the fair value of Plan assets

	31/03/2025	31/03/2024
	£000s	£000s
Fair value of Plan assets at beginning of year	60,594	60,745
Interest income on Plan assets	2,907	2,905
Return on assets, excluding interest income	(5,020)	(2,598)
Contributions by employers	3,218	5,218
Contributions by Plan participants	0	0
Benefits paid and expenses	(5,788)	(5,676)
Business combinations	0	0
Settlements	0	0
Exchange rate	0	0
Fair value of Plan assets at end of year	55,911	60,594

The amounts recognised in profit or loss:

	31/03/2025	31/03/2024
	£000s	£000s
Service cost - inc. current & past service costs, settlements	0	1,375
Service cost - administrative cost	604	693
Net interest on the net defined benefit liability	2,215	2,345
Total expense	2,819	4,413

Re-measurements of the net defined benefit liability (asset) to be shown in OCI:

	31/03/2025	31/03/2024
	£000s	£000s
Actuarial (gains)/losses on the liabilities	(10,485)	(5,729)
Return on assets, excluding interest income	5,020	2,598
Changes in the effect of the asset ceiling excluding interest income	0	0
Total remeasurement of the net defined benefit liability (asset) to be shown in OCI	(5,465)	(3,131)

LCA Name Hounslow

2024/25			
		5.80%	
Amount		10,500	
Year			
2026	1	100.00%	10,500
2027	2	94.52%	9,924
2028	3	89.34%	9,380
2029	4	84.44%	8,866
2030	5	79.81%	8,380
2031	6	75.43%	7,921
2032	7	71.30%	7,486
2033	8	67.39%	7,076
2034	9	63.70%	6,688
2035	10	60.20%	6,321
2036	11	56.90%	5,975
2037	12	53.78%	5,647
2038	13	50.84%	5,338
2039	14	48.05%	5,045
2040	15	45.42%	4,769
2041	16	42.93%	2,254
			111,571

2023/24			
		4.90%	
Amount		10,500	
Year			
2025	1	100.00%	10,500
2026	2	95.33%	10,010
2027	3	90.88%	9,542
2028	4	86.63%	9,096
2029	5	82.58%	8,671
2030	6	78.73%	8,266
2031	7	75.05%	7,880
2032	8	71.54%	7,512
2033	9	68.20%	7,161
2034	10	65.02%	6,827
2035	11	61.98%	6,508
2036	12	59.08%	6,204
2037	13	56.32%	5,914
2038	14	53.69%	5,638
2039	15	51.19%	5,374
2040	16	48.79%	5,123
2041	17	46.51%	2,442
			122,669