

**ISLAND ADVICE CENTRE**  
**(A company limited by guarantee)**  
**(Registered No.: 03375266)**  
**(Charity No.: 1076857)**

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

Kingston Burrowes Audit Ltd  
Statutory Auditors  
308 Ewell Road  
Surbiton  
Surrey  
KT6 7AL

**ISLAND ADVICE CENTRE**  
**(A company limited by guarantee)**

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**ISLAND ADVICE CENTRE**  
**(A company limited by guarantee)**

**TRUSTEES' ANNUAL REPORT**  
**FOR THE YEAR ENDED 31 MARCH 2025**

The trustees present their annual report and audited financial statements for the year ended 31 March 2025.

**REFERENCE AND ADMINISTRATIVE DETAILS**

**Charity name and registration numbers**

Name: Island Advice Centre  
Company No: 03375266  
Charity No: 1076857

**Board of Trustees**

Katherine Wilson	Chair
Shabnam Sharmin	Treasurer
Steve Lake	
Chris Parsons	
Thomas Siggers	
Godline Singh	
Stephanie Dickinson	
Hasan Chowdhury	Appointed on 23/8/24
Cathy Weir	

**Centre Manager**

Sarah Sauvat

**Registered Office and Principal Address**

Island House  
Roserton Street  
London  
E14 3PG

**Auditor**

Kingston Burrowes Audit Ltd  
Statutory Auditors  
308 Ewell Road  
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Surrey  
KT6 7AL

**ISLAND ADVICE CENTRE**  
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**TRUSTEES' ANNUAL REPORT**

**FOR THE YEAR ENDED 31 MARCH 2025**

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## **OBJECTIVES AND ACTIVITIES**

### **Main objective and mission**

The objective of the Island Advice Centre (Island Advice or IAC) is to relieve poverty in the area known as the Isle of Dogs and nearby areas by the advancement of education of the general public in the field of welfare and individual rights.

### **Main activities**

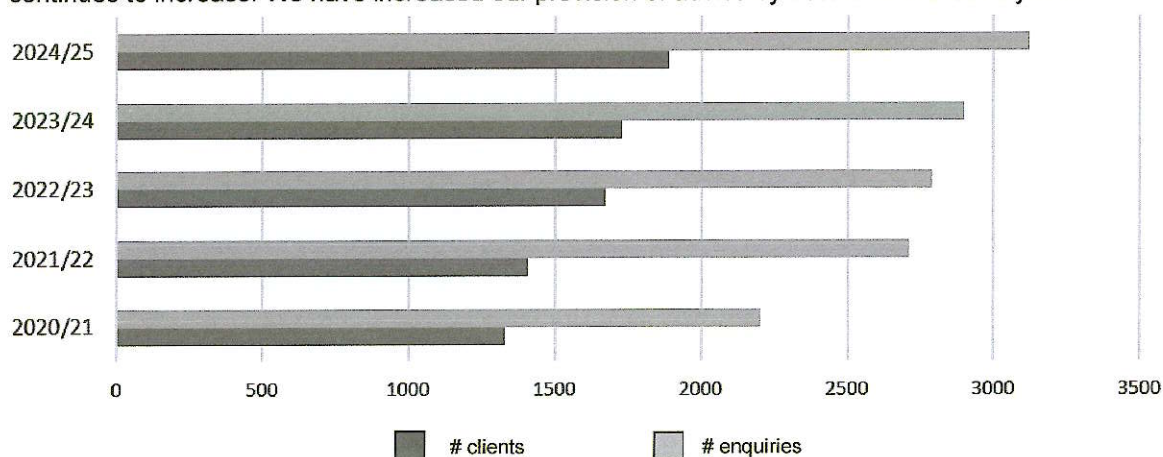
Island Advice Centre offers free, confidential accessible advice services across the borough of Tower Hamlets. Help is provided for a range of problems including benefits, debt, and housing. Advice is given by paid advisers and by volunteers attending our Volunteer Training Project.

Our services include:

- Weekly advice drop-in sessions
- Weekly digital drop-in sessions in partnership with Island House
- Weekly telephone advice service
- Debt & financial capability clinics by appointment
- Disability form filling clinics by appointment
- Specialist advice and casework in welfare rights, housing & debt
- Disability benefits end-to-end casework from application to tribunal representation
- Outreach advice sessions at GP surgeries in Primary Care Networks (PCNs) 8, 7 and 1
- Advice work training and accreditation course
- Administration and advice volunteer opportunities
- NVQ Assessment in Advice & Guidance Level 3 & 4
- Development of capacity building, networking and information sharing, a network led referral (THCAN)

## **THE DEMAND**

In the year 2024/2025 we dealt with 3,121 enquiries from 1,891 local residents across a range of issues. The demand for our services and the number of enquiries which need to be addressed continues to increase. We have increased our provision of advice by 35% over the last 5 years.





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**TRUSTEES' ANNUAL REPORT**

FOR THE YEAR ENDED 31 MARCH 2025  
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**OUR ADVICE AND CASEWORK**

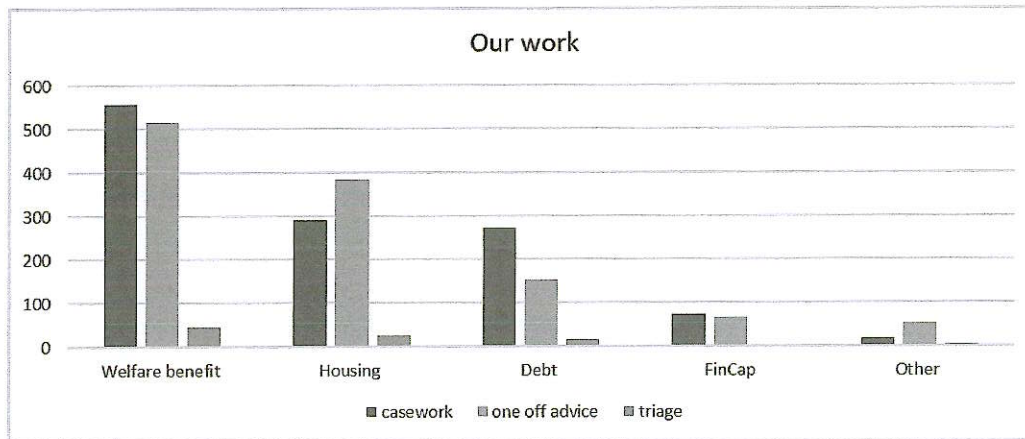
Our activities can be broadly divided into four categories:

Specialist casework	debt and money management advice	funded by Lottery Community Fund
	welfare benefits casework and appeals	funded by London Legal Support team under Greater London Authority (GLA) Advising Londoner Project
	housing advice and casework	funded by Trust for London
Generalist advice provision	delivered through drop-in sessions, telephone advice and appointments	funded by East End Citizens Advice LCF partnership and subsequently Mayor Grant Programme as well as Wakefield & Tetley
Advice volunteer training	volunteer training project	funded by Advice UK & East End Community fund
	NVQ assessments carried out by qualified staff	funded by a mix of grants from Advice UK and fee payments by candidates/their employers
	training sessions and workshops delivered to other agencies	funded by Citizen Advice under GLA Advising Londoner Project
Peer support and coordination work	This work consists of support for Tower Hamlets Community Advice Network and coordination of referrals	funded by North East London (NEL) NHS

The advisers at Island Advice aim to take a holistic approach to client issues and will make referrals to specialist advisers within Island Advice or to other agencies, where appropriate, to help the client fully resolve their problems. This may include digital inclusion, money management, English for Speakers of Other Languages (ESOL) classes, health related groups, solicitors, and / or other support.

**OUR WORK**

We continue to deliver end-to-end casework in our 3 areas of specialism: welfare benefits, housing, and debt. Nearly 50% of the issues coming to us must be addressed at casework level to potentially reach a remedy. Welfare benefits continues to be the main area of social welfare requiring casework support, which is often up to independent tribunal appeal level. This is closely followed by an ever-increasing demand for support with housing matters falling outside the legal aid scope. The demand for debt advice continues especially in light of the cost of living crisis. However, housing and welfare benefit issues are all too often associated with debt problems and cost of living concerns, and clients often require a holistic support across different social welfare areas of specialism at casework level.



## Welfare Benefits

Our advisers deal with hundreds of enquiries a year including advice about entitlement to benefits, “better off calculations”, incorrect decisions, reviews, mandatory reconsiderations, appeals and tribunal hearings. Our work mainly consists of increasing peoples’ income through advice and support, by helping them to access their legal rights relating to their entitlement(s) and local support provision often involving disputing incorrect decisions, requiring complex casework and representation at tribunal hearings.

## Housing

The housing crisis in London is becoming more and more evident each year and the demand for housing advice continues to grow. Shortage of social housing, poor housing conditions and rising homelessness have led to ever greater social welfare advice demands. As housing shortages worsen and homelessness rises, the courts are increasingly holding local authorities accountable for their legal obligations. From homelessness assessments to the enforcement of housing standards, recent significant legal developments that are reshaping tenants’ rights and clarifying the responsibilities of landlords and local authorities have come to the forefront. Therefore, the need for specialists housing casework is even more essential to ensure people access their legal rights when it comes to housing. It is also essential that the experience of residents is addressed with local authorities to improve good practice and the correct application of the law. (Even those who are aware of their rights find it difficult to have them enforced - local authorities will often choose to ignore residents and will only take action once there has been an intervention by an organisation such as ours).

## Debt and Financial Capability

Island Advice Centre is a licensed and regulated debt advice provider which provides specialist debt casework. Our experienced caseworker is Certificate in Money Advice Practice (CertMAP) qualified and an approved intermediary for debt relief order (DRO) applications. Over the last year, we have continued to offer advice in debt matters including rent arrears, council tax arrears, utility debts, benefits overpayment, and debts such as credit cards and loan. Our debt advice approach is holistic and our casework is extensive; we ensure we go beyond the presenting point and address all underlying issues including ensuring income maximization is considered and liability issues are explored.

We also set up a weekly Friday financial capability clinic offering appointments to local residents for financial assessment followed up by in house debt support with our qualified debt caseworker when a need is identified.



**ISLAND ADVICE CENTRE**  
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**TRUSTEES' ANNUAL REPORT**

**FOR THE YEAR ENDED 31 MARCH 2025**  
**/contd....**

## **OUR OUTREACH SERVICES**

### **Tower Hamlets Connect**

A consortium led by Age UK successfully extended advice service in all GP surgeries in Tower Hamlets. As partners of this consortium, we deliver 28 hours of advice sessions per week across 10 GP surgeries. This service helps relieve pressures on GPs and other health professionals in busy health centres.

### **Tower Hamlets Community Advice Network (THCAN)**

Island Advice Centre leads Tower Hamlets Community Advice Network (THCAN). THCAN is a partnership of local advice centres that work together to ensure Tower Hamlets residents have access to free, high-quality advice and representation in social welfare law (welfare benefits, debt, housing, employment, immigration, etc.).

Through THCAN, Island Advice provides:

- [www.thcan.org.uk](http://www.thcan.org.uk)
- A cross-organisation referral system and referrals portal
- Welfare rights forums
- Volunteer placements
- Trainings and workshops
- City & Guilds NVQ's Level 3 & 4 in Advice & Guidance
- Steering group meetings
- Newsletters

## **OUR TRAINING AND EDUCATION OFFER**

### **Volunteer Training Project and Learning to Advise Certificate**

Volunteers are one of Island Advice's most valuable assets; they help to deliver the much-needed advice services we provide.

Through our Volunteer Training Project, training and development opportunities are provided for volunteers and front-line workers in view of developing their skills and knowledge and completing the Learning to Advise Course alongside relevant work experience. This enables many of our volunteers to move into employment. During the 2024/2025 year, there were 16 volunteer placements across 9 organisations.

### **Advice Work Training Workshops**

Island Advice also delivers advice work training workshops relating to benefits appeals, housing issues, benefits overview, immigration, and employment and tackling pensioner poverty.

### **City and Guilds NVQ in Advice & Guidance**

Twenty individuals also completed City & Guilds NVQ in Advice & Guidance level 3 or 4 during the year 2024/2025.

In collaboration with Bromley Insights, Island Advice Centre continued to deliver training courses to cohorts of specialist/hybrid Advice-Social Prescribing Link Workers in the UK.

**ISLAND ADVICE CENTRE**  
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**TRUSTEES' ANNUAL REPORT**

**FOR THE YEAR ENDED 31 MARCH 2025**

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## **HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT**

The trustees, when exercising any powers or duties relating to how the organisation undertakes its work and spends the resources it raises always have due regard to the Charity Commission's public benefit guidance.

Our charitable activities focus on the provision of free advice and advocacy to residents of Tower Hamlets and surrounding areas. We incorporate the help of local volunteers both in our management committee and service delivery.

Therefore, the public benefit is twofold:

- Firstly, by helping those in need to secure their statutory rights and entitlements and empowering them through awareness and support. Without this support many of our clients would suffer or continue to suffer various issues which are detrimental to their well-being and the well-being of those under their care.
- Secondly, through our volunteering opportunities, we up-skill residents and give them the experience and skills needed to enter the job market and participate in the local and wider economy. Many of our volunteers move on to paid employment both in the advice sector and in other areas.

## **ACHIEVEMENTS AND PERFORMANCE**

During the year, Island Advice assisted over 2,300 clients and achieved over £4,000,000 in positive outcome.

Welfare rights	
Number of clients assisted	701
Appeals success rate	84.6%
Confirmed financial gains	£873,948
Housing	
Number of clients assisted	481
Financial outcome (benefits gain and compensation)	£148,235
Debt	
Number of clients assisted	282
Number of DRO carried out for clients	36
Amount of debts written off	£541,138
Amount of debt managed	£1,347,195
Financial outcome (benefits gain and grants through FinCap support)	£68,234



**ISLAND ADVICE CENTRE**  
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**TRUSTEES' ANNUAL REPORT**

**FOR THE YEAR ENDED 31 MARCH 2025**

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Generalist Advice	
Number of clients helped	339
Potential financial gains identified	£295,743
Advice in Health Setting Outreach Services	
Number of clients helped	582
Potential financial gains identified	£765,143
Total	£4,039,636

## **FINANCIAL REVIEW**

### **Principal Funding Sources**

Island Advice relies on charitable grants and statutory funding for its income. The organisation has an ongoing strategy of applying for any available grants targeted for the provision of social welfare law advice from large statutory funders as well as smaller trusts and foundations. The principal funding sources in this year were the National Lottery Community Fund, East End Citizens Advice, Age UK, the National Health Service (NHS), Trust for London, and London Legal Support Trust; other funders included Advice UK, Wakefield and Tetley, East End Community Foundation, Citizens Advice Bureau Wandsworth, and London Borough of Tower Hamlets. At the end of the reporting period the organisation was operating at a deficit.

### **Reserves policy**

Trustees have established that in order to fulfil their responsibilities to staff and to minimise the risk of any breach of statute or organisational duty the organisation should hold sufficient funds in reserve to meet the core costs for three months, equivalent to £37,467. Reserves will be built up from unrestricted funds, and the level of reserves will be reviewed annually by the Board. The total unrestricted funds at the year-end were £110,898 (2024: £102,261).

Certain restricted funds show a deficit at the year-end. This arises because expenditure has been incurred on ongoing projects for which funding has been secured for the subsequent financial year but cannot yet be recognized under the Charities SORP income recognition criteria. The trustees are satisfied that sufficient funding is in place to cover these deficits and that the projects will continue as planned.

### **Investment policy**

Any surplus funds will be held in low risk, secure investments such as the charities deposit fund run by CCLA Investment Management Ltd. Additionally the organisation uses an interest-bearing current account in order to maximise the value of any cash held.

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

The Directors of the company are also the Trustees of the charity. The charity's governing document is a memorandum and articles of association dated 23rd May 1997 and updated on 29th June 1999.

Island Advice Centre is a registered charity and a company limited by guarantee.

**ISLAND ADVICE CENTRE**  
**(A company limited by guarantee)**

**TRUSTEES' ANNUAL REPORT**

**FOR THE YEAR ENDED 31 MARCH 2025**

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### **Trustee appointment and training**

Trustees are elected at the organisation's AGM. In addition, the board may, at its discretion, make appointments to the Board between AGMs. The Board endeavours to ensure that its membership covers a wide range of experience and skills and that the backgrounds of the members of the Board reflect a balance that is appropriate to the charity's mission and activities. New trustees are provided with appropriate information and access to relevant training.

### **Organisational structure**

Operational management of the organisation is delegated to the Centre Manager who takes overall responsibility for the day to day running of the organisation, planning and strategy, and implementing the directions of the Board. The Centre Manager is part of a senior management team that includes the Advice Manager, the Volunteer Coordinator, and Housing, Debt and Welfare Benefits Advice Supervisors.

### **Involvement of volunteers**

The board of trustees are volunteers drawn from the local community, the business sector, other voluntary sector organisations and ex- advice staff and volunteers. The organisation also uses local community volunteers and law students to assist in the delivery of advice services and to carry out administrative support.

## **STATEMENT OF TRUSTEES' RESPONSIBILITIES**

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

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the 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 these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS 102);
- make judgements and 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 operation.

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



**ISLAND ADVICE CENTRE**  
**(A company limited by guarantee)**

**TRUSTEES' ANNUAL REPORT**

**FOR THE YEAR ENDED 31 MARCH 2025**

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In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is 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 auditor is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

**AUDITOR**

A resolution proposing the re-appointment of Kingston Burrowes as auditor to the company will be put to the Annual General Meeting.

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

Approved by the Board of Trustees on 29 December 2025 and signed on its behalf, by



Katherine Wilson  
Chair



# INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF:

## **ISLAND ADVICE CENTRE (A company limited by guarantee)**

FOR THE YEAR ENDED 31 MARCH 2025

### **Opinion**

We have audited the financial statements of Island Advice Centre (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet 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, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025, and of its incoming resources and application of resources, 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 Auditor's 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 other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.



## INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF:

### **ISLAND ADVICE CENTRE (A company limited by guarantee)**

FOR THE YEAR ENDED 31 MARCH 2025

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 course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

#### **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 prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

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

In the light of our 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 directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which 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 directors' 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 prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

#### **Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement (set out on pages 8 and 9), 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.



## INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF:

### **ISLAND ADVICE CENTRE (A company limited by guarantee)**

FOR THE YEAR ENDED 31 MARCH 2025

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

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The specific procedures for this engagement and the extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; and assessing whether the judgements made in making accounting estimates are indicative of a potential bias.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

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 auditor's report.



INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF:

**ISLAND ADVICE CENTRE**  
**(A company limited by guarantee)**

FOR THE YEAR ENDED 31 MARCH 2025

**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 auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the 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.



Kevin Fisher BA FCA CTA (Senior Statutory Auditor)  
For and on behalf of Kingston Burrowes Audit Ltd  
Statutory Auditors  
308 Ewell Road  
Surbiton  
Surrey  
KT6 7AL

Date: 29 December 2025

**ISLAND ADVICE CENTRE**  
**(A company limited by guarantee)**

**STATEMENT OF FINANCIAL ACTIVITIES**  
**(Incorporating Income and Expenditure Account)**

**FOR THE YEAR ENDED 31 MARCH 2025**

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
<b>Income from:</b>					
Donations and legacies	2	-	-	-	-
Charitable activities	3	25,275	439,901	465,176	429,176
Investments	4	2,289	-	2,289	2,141
<b>Total</b>		<u>27,564</u>	<u>439,901</u>	<u>467,465</u>	<u>431,317</u>
<b>Expenditure on:</b>					
Charitable activities	5	18,927	463,496	482,423	445,986
<b>Total</b>		<u>18,927</u>	<u>463,496</u>	<u>482,423</u>	<u>445,986</u>
<b>Net income/(expenditure)</b>	8	8,637	(23,595)	(14,958)	(14,669)
Transfers between funds	14	-	-	-	-
<b>Net movement in funds</b>	14	8,637	(23,595)	(14,958)	(14,669)
<b>Reconciliation of funds:</b>					
Total funds brought forward	14	102,261	22,015	124,276	138,945
<b>Total funds carried forward</b>	14	<u>£110,898</u>	<u>£ (1,580)</u>	<u>£109,318</u>	<u>£124,276</u>

All income and expenditure derive from continuing activities.

The Statement of Financial Activities includes all recognised gains and losses.

The notes form part of the financial statements.

**ISLAND ADVICE CENTRE**  
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**(Company No: 03375266)**

**BALANCE SHEET**

**AS AT 31 MARCH 2025**

	Notes	£	2025	£	£	2024	£
<b>FIXED ASSETS</b>							
Tangible assets	11			-			-
<b>CURRENT ASSETS</b>							
Debtors	12	52,737			26,074		
Cash at bank and in hand		196,180			132,002		
		<u>248,917</u>			<u>158,076</u>		
<b>LIABILITIES</b>							
Creditors							
Amounts falling due within one year	13	139,599			33,800		
<b>NET CURRENT ASSETS</b>				109,318		124,276	
<b>NET ASSETS</b>	15			<u>£ 109,318</u>		<u>£124,276</u>	
<b>FUNDS</b>							
Restricted	14			(1,580)		22,015	
Unrestricted	14			110,898		102,261	
<b>TOTAL FUNDS</b>	14			<u>£109,318</u>		<u>£124,276</u>	

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

The financial statements were approved by the Board of Trustees on 29 December 2025 and signed on its behalf by:



Katherine Wilson  
Chair

The notes form part of the financial statements.



**ISLAND ADVICE CENTRE**  
**(A company limited by guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2025**

**1. ACCOUNTING POLICIES**

**General information and basis of accounting**

Island Advice Centre is a registered charity (no. 1076857) and a private company (no. 03375266) limited by guarantee, registered in England and Wales. Each member is liable to contribute an amount not exceeding £1 in the event of the charitable company being wound up. The registered office is given in the Trustees' Annual Report on page 1.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and United Kingdom Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis and under the historical cost convention. The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

**Fund accounting**

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

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund.

**Incoming resources**

Items of income are recognised in the financial statements when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Where grants are awarded over a specified or implied timeframe, the income is recognised evenly over the grant period. A contingent asset is disclosed for the unrecognised amount of multi-year grants.

**Resources expended**

Expenditure is recognised once there is a legal or constructive obligation to make payment to a third party, it is probable that settlement will be required and the amount can be measured reliably.

Expenditure is allocated to each activity where the costs relate directly to that activity. Support costs, including governance costs, that do not relate directly to any activity are apportioned to each activity on the basis of staff time.





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**NOTES TO THE FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2025**

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<b>4. INVESTMENT INCOME</b>	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total 2025</b>	<b>Total 2024</b>
Bank interest	<u>£2,289</u>	<u>£Nil</u>	<u>£2,289</u>	<u>£2,141</u>

All of the £2,141 recognised in 2024 was unrestricted funds.

<b>5. ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES</b>	<b>Direct Costs £</b>	<b>Support Costs £</b>	<b>Total 2025 £</b>	<b>Total 2024 £</b>
Staff costs	301,579	74,163	375,742	335,627
Direct project costs	23,904	-	23,904	36,198
NVQ assessment and materials	2,280	-	2,280	8,697
Premises costs	2,957	26,538	29,495	25,844
Payroll services	1,395	355	1,750	635
Volunteers' expenses	440	198	638	656
Professional fees	-	6,038	6,038	10,603
Subscriptions, licences and insurance	-	12,272	12,272	6,416
Training and recruitment	-	5,004	5,004	1,209
Stationery, postage, and copier	-	4,486	4,486	5,354
Telephone and internet	-	4,196	4,196	4,804
Refreshment and hospitality	-	1,967	1,967	-
Bookkeeping and finance	-	1,830	1,830	3,000
Computer and equipment expenses	-	990	990	-
Sundry expenses	-	864	864	1,202
Travel costs	-	673	673	380
Publications	-	211	211	250
Governance cost (note 7)	-	10,083	10,083	5,111
	<u>£332,555</u>	<u>£149,868</u>	<u>£482,423</u>	<u>£445,986</u>

Of the £445,986 expenditure recognised in 2024, £92,722 was charged to unrestricted funds and £353,264 was charged to restricted funds.

<b>6. EXPENDITURE ON CHARITABLE ACTIVITIES</b>	<b>Direct Costs £</b>	<b>Support Costs £</b>	<b>Total 2025 £</b>	<b>Total 2024 £</b>
Specialist casework	122,195	55,068	177,263	135,348
Advice volunteer training	87,063	39,235	126,298	61,383
Generalist advice provision	123,297	55,565	178,862	249,255
	<u>£332,555</u>	<u>£149,868</u>	<u>£482,423</u>	<u>£445,986</u>



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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025  
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<b>7. GOVERNANCE COSTS</b>	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Staff costs	2,637	2,611
Auditor's remuneration	7,446	2,500
	<u>£10,083</u>	<u>£5,111</u>
<b>8. NET INCOME/(EXPENDITURE)</b>	<b>2025</b>	<b>2024</b>
The net income/(expenditure) for the year is stated after charging:		
Auditor's remuneration	£10,083	£2,500
Operating lease rentals	<u>£18,170</u>	<u>£17,564</u>
<b>9. STAFF COSTS</b>	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Wages and salaries	332,760	292,676
Social security	21,453	22,667
Pension costs	24,166	22,895
	<u>£378,379</u>	<u>£338,238</u>
	<b>2025</b>	<b>2024</b>
	<b>No.</b>	<b>No.</b>
Average number of full-time equivalent employees	<u>9</u>	<u>9</u>
	<b>2025</b>	<b>2024</b>
	<b>No.</b>	<b>No.</b>
Average monthly number of employees	<u>10</u>	<u>10</u>

No employee received total employee benefits (excluding employer pension costs) amounting to more than £60,000 in either year.

Total employee benefits received by Key Management amounted to £52,745 (2024: £52,223). Under FRS 102, employee benefits includes gross salary, employer's NIC and employer's pension contributions.

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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

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**10. TRUSTEES' REMUNERATION AND EXPENSES**

The Trustees received no remuneration during the financial year 2025 or 2024.

There were no related party transactions in either year other than those disclosed in Note 9.

**11. TANGIBLE FIXED ASSETS**

Computer  
equipment  
£

**Cost**

As at 1 April 2024 and at 31 March 2025

7,612

Disposals

(7,612)

—

**Depreciation**

As at 1 April 2024 and at 31 March 2025

7,612

Disposals

(7,612)

—

**Net book value**

As at 31 March 2025

£Nil

As at 31 March 2024

£Nil

**12. DEBTORS**

2025  
£

2024  
£ £

Trade debtors

39,769

-

Prepayments

12,968

3,030

Accrued income

-

23,044

£52,737

£26,074

**13. CREDITORS – Amounts falling due within one year**

2025  
£

2024  
£

Trade creditors

17,950

16,660

Accruals

7,029

5,690

Social security and other taxes

10,442

5,700

Other creditors

2,298

750

Deferred income

101,880

5,000

£139,599

£33,800

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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

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	2025	2024
<b>DEFERRED INCOME ANALYSIS</b>		
	£	£
Balance brought forward	5,000	35,389
Additions during the financial year	101,880	5,000
Amounts released to income from previous year	(5,000)	(35,389)
	<u>£101,880</u>	<u>£5,000</u>
Balance carried forward	<u>£101,880</u>	<u>£5,000</u>

Deferred income of £101,880 (2024: £5,000) included above relates to grant income received during the financial year but relating to future accounting periods.

**14. MOVEMENT IN FUNDS**

	Brought forward £	Income £	Expenditure £	Transfers between funds £	Carried forward £
<b>2025</b>					
<b>Restricted Funds</b>					
Specialist Casework					
LCF – D&MM	621	-	-	-	621
LCF – Welfare Rights	831	-	-	-	831
Lottery Funding	889	100,330	(70,371)	-	30,848
Trust for London	730	42,000	(50,300)	-	(7,570)
London Legal Support Trust	-	36,924	(51,143)	-	(14,219)
Advice / Volunteer Training					
NHS THCAN	-	57,858	(40,758)	-	17,100
Advice UK	10,000	19,250	(23,929)	-	5,321
East End Community Foundation	8,352	13,900	(29,583)	-	(7,331)
Citizens Advice Bureau – Wandsworth	-	13,000	(27,668)	-	(14,668)
London Borough of Tower Hamlets / Other	-	460	-	-	460
Generalist Advice Provision					
East End Citizens Advice	-	72,488	(78,945)	-	(6,457)
Age UK – TH Connect	592	64,752	(70,521)	-	(5,177)
Wakefield and Tetley	-	8,694	(9,120)	-	(426)
Island House – Digital Drop-In	-	9,645	(10,504)	-	(859)
Social Action for Health	-	600	(654)	-	(54)
<b>Total Restricted Funds</b>	<u>22,015</u>	<u>439,901</u>	<u>(463,496)</u>	<u>-</u>	<u>(1,580)</u>
<b>Unrestricted Funds</b>					
General	<u>102,261</u>	<u>27,564</u>	<u>(18,927)</u>	<u>-</u>	<u>110,898</u>
<b>TOTAL FUNDS</b>	<u>£124,276</u>	<u>£467,465</u>	<u>£ (482,423)</u>	<u>£Nil</u>	<u>£109,318</u>

The above funds are described in Trustees' Annual Report.



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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025  
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**14. MOVEMENT IN FUNDS**/contd...

Comparative information for the net movement in funds in the previous year is as follows:

<b>2024</b>	Brought forward £	Income £	Expenditure £	Transfers between funds £	Carried forward £
<b>Restricted Funds</b>					
Specialist Casework					
LCF – D&MM	621	-	-	-	621
LCF – WR Specialist	831	-	-	-	831
City Bridge Trust - Welfare	680	-	-	(680)	-
Trust for London - Housing	2,008	41,500	(43,458)	680	730
Thames Water Trust Fund – Water Debt	1,770	-	-	(1,770)	-
East End Community Foundation	7,030	25,000	(23,678)		8,352
Lottery Funding	-	91,009	(91,890)	1,770	889
Advice Volunteer Training					
The Church of England Children's Society	130	20,419	(20,549)	-	-
London Borough of Tower Hamlets	-	29,167	(29,167)	-	-
Generalist Advice Provision					
LCF	8,817	85,239	(93,464)	-	592
Wakefield and Tetley	77	14,970	(15,047)	-	-
London Legal Support Trust	-	31,011	(31,011)	-	-
Advice UK	-	15,000	(5,000)	-	10,000
<b>Total Restricted Funds</b>	<b>21,964</b>	<b>353,315</b>	<b>(353,264)</b>	<b>-</b>	<b>22,015</b>
<b>Unrestricted Funds</b>					
General	116,981	78,002	(92,722)	-	102,261
<b>TOTAL FUNDS</b>	<b>£138,945</b>	<b>£431,317</b>	<b>£ (445,986)</b>	<b>£Nil</b>	<b>£124,276</b>

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FOR THE YEAR ENDED 31 MARCH 2025  
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15. ANALYSIS OF NET ASSETS BETWEEN FUNDS	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Funds 2025 £
<b>2025</b>			
Current assets	148,617	100,300	248,917
Current liabilities	(37,719)	(101,880)	(139,599)
As at 31 March 2025	<u>£110,898</u>	<u>£ (1,580)</u>	<u>£109,318</u>

Comparative information for the analysis of net assets between funds in the previous year is as follows:

	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £
<b>2024</b>			
Current assets	114,052	44,024	158,076
Current liabilities	(11,791)	(22,009)	(33,800)
As at 31 March 2024	<u>£102,261</u>	<u>£22,015</u>	<u>£124,276</u>

**16. TAXATION**

As a registered charity, Island Advice Centre is exempt from taxation under Part 11 of the Corporation Tax Act 2010 and Section 256 of the Taxation of Chargeable Gains Act 1992.

**17. COMMITMENTS**

The total minimum lease payments due under non-cancellable operating leases are as follows:

	2025 £	2024 £
Within one year	5,808	7,970
Within two and five years	4,373	-
	<u>£10,181</u>	<u>£7,970</u>

**18. CONTINGENT ASSETS**

The charity has been awarded several multi-year grants with performance-related conditions or specified/implied timeframes which preclude recognition of the full amount. As at 31 March 2025 the charity had contingent assets of £276,303 (2024: £546,571).