

Charity registration number 1085220 (England and Wales)

Company registration number 04099352

CITIZENS ADVICE SHROPSHIRE
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

CITIZENS ADVICE SHROPSHIRE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Chris Boote (Chair) Andy Howitt Joanne Harrison Tony Hinkley Paul Langton														
Secretary	Paul Langton														
Senior management	<table><tr><td>Jackie Jeffrey</td><td>Chief Executive Officer</td></tr><tr><td>Alison Alexander</td><td>Specialist Services Manager</td></tr><tr><td>Iona Ayles</td><td>Generalist Services Manager</td></tr><tr><td>Dawn Ray</td><td>Business Support Manager</td></tr><tr><td>Rachel Storey</td><td>Finance Manager (appointed 12 June 2024)</td></tr><tr><td>Nick Willis</td><td>Advice Services Manager (Resigned 21 March 2025)</td></tr><tr><td>Harriet Hunt</td><td>Advice Services Manager (Appointed 19 May 2025)</td></tr></table>	Jackie Jeffrey	Chief Executive Officer	Alison Alexander	Specialist Services Manager	Iona Ayles	Generalist Services Manager	Dawn Ray	Business Support Manager	Rachel Storey	Finance Manager (appointed 12 June 2024)	Nick Willis	Advice Services Manager (Resigned 21 March 2025)	Harriet Hunt	Advice Services Manager (Appointed 19 May 2025)
Jackie Jeffrey	Chief Executive Officer														
Alison Alexander	Specialist Services Manager														
Iona Ayles	Generalist Services Manager														
Dawn Ray	Business Support Manager														
Rachel Storey	Finance Manager (appointed 12 June 2024)														
Nick Willis	Advice Services Manager (Resigned 21 March 2025)														
Harriet Hunt	Advice Services Manager (Appointed 19 May 2025)														
Charity number	1085220														
Company number	04099352														
	Regulated by the Financial Conduct Authority FRN 617564														
Registered office	Fletcher House, 15 College Hill, Shrewsbury Shropshire SY1 1LY														
Auditor	Mr Robert Humphreys BEng FCA (Senior Statutory Auditor) James, Holyoak & Parker Limited 1 Knights Court, Archers Way, Battlefield Enterprise Park, Shrewsbury. SY1 3GA														
Bankers	National Westminster Bank PLC Shrewsbury Mardol Head, 8 Mardol Head Shrewsbury. SY1 1HE														
Investment Advisers	Rathbones Investment Management Limited Port of Liverpool Building, Pier Head, Liverpool L3 1NW														
Deposit Providers	Flagstone 1st Floor, Clareville House, 26-27 Oxendon Street, London SW1Y 4EL														

CITIZENS ADVICE SHROPSHIRE

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CITIZENS ADVICE SHROPSHIRE

CHAIRMAN'S STATEMENT

FOR THE YEAR ENDED 31 MARCH 2025

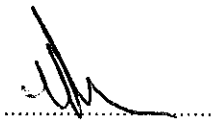
The past 12 months have seen many changes in the UK and in our county but the pressures facing our clients do not seem to have eased. We are all continuing to experience rises in household bills. Although inflation rates have slowed over the past 12 months many essential household costs continue to be high. This puts pressure on the most vulnerable members of our community, working people on low incomes, pensioners and people reliant on benefits who often struggle to make ends meet.

At Citizens Advice we have directed our resources to continue to help the most vulnerable people in the community even though, like every other charity in the country, we are facing a squeeze on our finances. Our operating costs have increased but our income has not kept pace with these increases. We are looking for ways to become more efficient

As a charity we rely on the support of our funders to help us deliver services and we are grateful to all our funders for the help they have given over the past year. We are pleased Shropshire Council was confident in our service offer and, during 2024, awarded us two new contracts to deliver support across the county.

We wouldn't be able to do much at all without the untiring efforts of our paid staff and volunteers, including our trustees. Everyone contributes and helps make Shropshire a better place.

As Chair I have the privilege of leading a fantastic charity and I want to place on record my appreciation of everything people do to help us deliver our mission. Thank you. I wish I could offer a more hopeful future but there is great uncertainty in the world we all live in and this will bring more and new challenges for us to face. I'm confident we are well placed to adapt and will continue to make a positive difference to the lives of thousands of people in the year to come.



Chris Boote
Chairman

Date: 16/09/2025

CITIZENS ADVICE SHROPSHIRE

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2025

The Trustees (trustees) (who are also directors of the charity for the purposes of the Companies Act) present their report and audited financial statements for the year ended 31 March 2025. Which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with Citizen Advice Shropshire's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Charities SORP "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)".

Objectives and activities

The charity's purposes, as set out in the objects contained in the charity's Articles of Association, are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Shropshire and surrounding areas.

The charity's objects are defined as above. Our aims are focused on:

- To provide the advice people need for the problems they face, and
- To improve the policies and practices that affect people's lives

Our service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

The area of benefit refers to the whole community of Shropshire and for National Projects, England & Wales. Our service delivery model is a mix of telephone, face to face support and referral pathways in to our Single Point of Referral (SPOR) to provide this.

Our key objectives for 2024/25 were:

Strategic aim A: Develop services for vulnerable adults and support disadvantaged and hard to reach communities. For our funders, there is a move away from buildings-based work to neighbourhood and community working to support those most in need – 'One Shropshire'. Developing this will, therefore, influence our service delivery model going forwards which will require a balance of telephone, face to face support and referral pathways in to our Single Point of Referral.

Strategic aim B: Support and develop our paid staff and volunteers. Our people remain our biggest asset and we need to support and develop teams to be the best they can be. This will mean, as our paid staff team grows, developing staffing structures to support this and continuing to develop and support our volunteers.

Strategic aim C: To maintain financial security and growth

Whilst we have been successful in recommissioning our core funding for the next 5 years, some of our new and existing funding come with flat budgets. The cost of living crisis and inflation will mean that we have to find new ways of securing income to cover rising costs and salaries and not rely on our reserves to support this.

Public benefit

All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The trustees have had due regard to the Charity Commission guidance on public benefit and have complied.

CITIZENS ADVICE SHROPSHIRE

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

Achievements and performance

The main areas of charitable activity are:

- the provision of general advice and information services
- the provision of specialist advice and casework services in the debt and welfare benefits categories of social welfare law, and
- Guidance on the new pension regulations.

We have continued to work with stakeholders across the system developing the Prevention Strategy, Health Inequalities Strategy and planning to move to more neighbourhood and community working to support those most in need. As a result, we have been able to develop our Community Advice team, increasing our presence locally and delivered Advice First Aid training to local hubs and groups (supporting communities to access advice and information).

- 9,346 unique clients supported with 39,261 problems
- 55% of our clients were from Shropshire and its borders with 45% of clients helped through our participation on national phone lines including national debt line, Pension Wise and Universal Credit: Help to Claim.
- Increased our face to face support in 10 community locations
- Income gain for clients a total of £5.3 million
- Our volunteers donate over 5,949 hours annually (average of 6 hours per person) to the charity a financial impact of £187,719 (financial value of activities and improved outcomes)
- Social value of our support to the people we help £18.1 million
- Public value of the work we do £26.1 million
- Impact of our advice saving £2.4 million on public services such as health to NHS and Shropshire Council

Throughout the year we have continued to offer Advice and Information in the following ways

- Advice Line county-wide first point of contact telephone service. Details of service hours and how to contact us can be found on our website www.cabshropshire.org.uk. This service is funded by Shropshire Council, Market Drayton and Church Stretton Town Councils, local Parish Councils, Foodbanks, Trusts and client donations
- Shrewsbury registered office for face-to-face appointments / casework services.
- Outreaches for appointments at agreed locations such as: Oswestry, Whitchurch, Bridgnorth, Church Stretton, Bishop's Castle, Albrighton and Market Drayton.
- Information and Self Help.

In addition to general advice, the following specialist services are provided:

- Specialist provision includes specific subject areas such as debt advice (funded by the Money Advice Service), Pension Wise and Universal Credit: Help to Claim (main funder Department for Work and Pensions), and welfare benefits (funded by Shropshire Council - Enable)
- Outreach services for 2024/2025 have been by phone and / or face-to-face. We have made special arrangement to ensure our most vulnerable clients have been helped and have referral protocols in place for organisations to refer vulnerable clients in to the Charity via our Single Point of Referral (SPOR).
- The IASS service provides Information, Advice and Support Service to children and young people aged 0 to 25 who have, or may have, Special Educational Needs or Disabilities (SEND), as well as their parents and carers. This service is funded by Shropshire Council.

CITIZENS ADVICE SHROPSHIRE

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

Contribution of Volunteers and Paid Staff

The charity's success could not have been achieved without the hard work and dedication of staff and volunteers. Throughout 2024/25 the service employed 41 paid workers (32 FTEs) (2023/24 41 paid workers, 32 FTEs), and 20 volunteers (2023/24: 20 volunteers) together delivering some 17 (2023/24: 18) projects, including the core service.

The contribution of our volunteers brings real added value to the organisation worth over £148,715 if we had to pay them. But volunteering benefits our volunteers too – they improve their skills, resilience, health and wellbeing, while strengthening community engagement.

The charity is working hard to review our approach to attracting and keeping paid staff and volunteers. It is our intention to consistently monitor our approach to training, to provide an accessible and welcoming place to work.

Who used and benefited from our services?

During the reporting year 9,346 unique clients (2023/24: 9,606) benefited from the services of Citizens Advice Shropshire generating 38,934 contacts (2023/24: 37,323). We support people on any issue that they may face however our most common enquiry area is welfare benefits and tax credits which makes up a total of 66% (2023/24: 56%) of the issues we have supported on.

Clients continue to present with multiple problems and on average clients are presenting with 4.2 issues each. On average clients are presenting 4.17 times each before their issues are resolved.

Factors Affecting the Achievement of Objectives

Maintaining sufficient funding to continue delivering the service remains a continual challenge. The complexity of the issues that clients are facing, and the additional challenges that clients are experiencing, places additional demands on the service. The support networks that were previously in place for people are changing and we are asked to offer support that falls outside the remit of direct advice. Where people are vulnerable, it is essential that we offer support in a person-centred way and whilst necessary this can be resource intensive.

A Focus on Pension Wise

This year, we celebrate 10 years of the Pension Wise service!

Citizens Advice Shropshire is one of 38 local Citizens Advice who have been delivering the government's Pension Wise service since its launch in April 2015. Pension Wise is a guidance service from MoneyHelper, that supports people aged 50 and over with their defined contribution pension options.

This year Pension Wise:

- Supported 83,000 clients with their pension options across the service in England, Wales and Northern Ireland
- Reduced the waiting time for an appointment, dropping from 30 days to an average of 18 days, meaning people could get the support they needed quicker
- Client satisfaction rates remained high, exceeding 91% across the year
- Clients reported an increased confidence in recognising and avoiding pension scams, with 92% saying they felt confident in this area post a Pension Wise appointment.

CITIZENS ADVICE SHROPSHIRE

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

Financial review

The availability of funding in the charity sector remains difficult in a period of austerity. The charity is focused on providing added value to its funders from a base of sound financial management and ensuring that our services remain relevant to the strategic objectives of stakeholders at local and national level.

The charity is working hard to deliver a cost-effective service that genuinely meets the needs of our clients. It remains a challenging prospect to meet the increasing demand with significantly reduced funding resources.

In the reporting period, the charity had a deficit of £29,373 (2023/24: £31,307 profit) from a total income of £1,245,275 (2023/24: £1,185,931) and expenditure of £1,266,838 (2023/24: £1,217,882). At the year end the charity's total funds stand at £984,395 (2023/24: £1,013,768) of which £984,395 (2023/24: £1,013,768) is unrestricted.

Principal Funding Sources

The total income for the year of £1,245,275 represents a net increase of £59,344 compared to 2023/24. The trustees extend their sincere gratitude to

- Albrighton Masons
- Albrighton Coop Community Grant
- Albrighton Craft Group
- Albrighton Parish Council
- Boningale Homes
- Boningale Parish Council
- Bridgnorth Food Bank
- Citizens Advice
 - Help to Claim
 - Pension Wise
 - Money and Pensions Service (MaPS) debt funding
- Donington with Boscobel Parish Council
- Hope Bagot Parish Meeting
- Jane Higginson Trust
- Church Stretton Town Council
- Ludlow Walkers Group
- Market Drayton Action for Health
- Market Drayton Town Council
- Millie's Watch
- Shropshire Council
 - Advice, Advocacy and Welfare Benefits
 - Enable – Better Off In Work
 - Information Advice and Support Service – IASS
 - Shaping Places Healthy Lives Programme
 - UK Shared Prosperity Fund
- Stockton Parish Council
- Trussel Trust

Thank you to all those individuals who donated cash or through our on line funding page.

Going concern

After making further appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

CITIZENS ADVICE SHROPSHIRE

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Reserves policy

The charity is required to ensure that free monies are available in each financial year to meet the day to day funding requirements. The trustees have designated an amount equivalent to six months operating expenditure. The value of this will be calculated using an average of six months running costs based on the current annual budget. This is reviewed on an annual basis, alongside its 3 year Strategic plan, annual budget and investment policy. The reserves policy figure at the end of 2024/25 equates to £661,000 (2024: £642,000). The free reserves (i.e. unrestricted funds less designated and fixed assets) were £321,301 (2023/24: £266,506).

Investment policy

The investment policy is reviewed annually. The income provided by the investments were £21,596 (2024: £24,416), realised gain of £12,547 (2024: £7,027 loss) and a unrealised loss of £20,357 (2024: gain £70,285). This reflects the markets the investment portfolio holds. The trustees use an investment management company (Rathbones) for the portfolio allocation. The portfolio performance is reviewed periodically.

Information on fundraising practices

The charity's fundraising approach has been minimalist as trustees do not consider it to be a risk, as the charity does not have an employee/ volunteer fundraiser.

Key risks and Uncertainties

The trustees annually review the risk register of the charity. They have a duty to identify and review the risks to which the charity is exposed to and ensure appropriate controls are in place to mitigate them.

Plans for future periods

Our key objectives for 25/26 remain the same as last year.

Strategic aim A: Develop services for vulnerable adults and support disadvantaged and hard to reach communities. For our funders, there is a move away from buildings-based work to neighbourhood and community working to support those most in need – 'One Shropshire'. Developing this will, therefore, influence our service delivery model going forwards which will require a balance of telephone, face to face support and referral pathways in to our Single Point of Referral.

Strategic aim B: Support and develop our paid staff and volunteers. We have revised training plans for the organisation and introduced an Employee Support Programme for staff. We have had a number of key vacancies during the year which have delayed our further plans for work force development but after filling these essential roles within the organisation one of our key objectives in 2025/26 is to continue with this work.

Strategic aim C: To maintain financial security and growth

Whilst we have been successful in recommissioning our core funding for the next 5 years, some of our new and existing funding come with flat budgets. The cost of living crisis and inflation will mean that we have to find new ways of securing income to cover rising costs and salaries and not rely on our reserves to support this. We will be map the impact of government reorganisation and local devolution, to see how this will impact on our future funding and partnerships.

Developing a sustainable service that meets the needs of our clients remains a priority of the trustee board for 2025/26. The charity will build on the work completed in the previous financial year to develop diversified funding streams to increase our sustainability and enable us to build a diverse service that is responsive to client needs.

The charity will continue to work to ensure that it delivers a cost-effective service, meaning that we are not only offering value for money to our existing funders but that we have a viable offer, whilst never compromising on the high quality service that our clients expect and deserve.

During the year 2025/26 we will improve our internal monitoring mechanisms ensuring that we have a clear understanding of each element of the service, the benefits of that are many - we can ensure that we are achieving as much as we can possibly achieve and delivering an excellent service to our clients and our funders, and we can also understand our business offer and can market our service accordingly.

CITIZENS ADVICE SHROPSHIRE

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

Structure, governance and management

The charity was formed as a private company limited by guarantee on 31st October 2000 (Company Number: 04099352). The full name of the charity is Citizens Advice Shropshire and was registered with the Charity Commission on 26th February 2001 (charity Number: 1085220). It is governed by its Memorandum and Articles of Association. The charity is also authorised and regulated by the Financial Conduct Authority – FRN 617564.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Chris Boote (Chair)

Andy Howitt

Penny Cooper

(Resigned 26 November 2024)

Joanne Harrison

Tony Hinkley

Paul Langton

Elaine Williams

(Resigned 11 October 2024)

Christopher Deaves

(Appointed 20 May 2025)

Recruitment and appointment of trustees

The trustees meet at least 4 times per year. There is a Finance subcommittee and Operational subcommittee who both have their own terms of reference and report to the main Trustee Board.

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £10 in the event of a winding up.

Trustees are elected to the Board for a three-year period and are appointed by a resolution of its members at an AGM. The trustees have powers to co-opt members who shall retire at the following AGM and may offer themselves for re-election.

Trustees are recruited through an open and transparent selection and interview process. Recruitment to the trustee board aims to reflect the diversity of the community within which the charity is located. New trustees are invited to initial discussions with the chair about the nature and purpose of the charity and are then invited to attend and observe trustee meetings. After their appointment new trustees are provided with an induction pack, access to online information and trustee training.

Wider network

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

Organisational structure

The Chief Executive (CEO) (Jackie Jeffrey) of the charity has been appointed by the trustees to manage the day-to-day operations of the charity. In addition, there is an experienced team of paid staff and volunteers who are key to the service offered by the charity.

Appraisal of the Chief Executive is the responsibility of the trustees, as is the setting of the salary. The remainder of the charity's key management personnel are set by the CEO.

Funds held as custodian trustee

The charity is the lead partner for various charitable projects and receives money on behalf of third party organisations. All money is paid over and excluded from the income and expenditure of the charity.

Statement of trustees responsibilities

The trustees, who are also the directors of Citizens Advice Shropshire for the purpose of company law, are responsible for preparing the Trustees Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

CITIZENS ADVICE SHROPSHIRE

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

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

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;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

Auditor

In accordance with the company's articles, a resolution proposing that James Holyoak & Parker Limited be reappointed as auditor of the company will be put at a General Meeting.

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies' exemption.

The trustees report was approved by the Board of Trustees.


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Paul Langton

Trustee

Date: 

CITIZENS ADVICE SHROPSHIRE

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF CITIZENS ADVICE SHROPSHIRE

Opinion

We have audited the financial statements of Citizens Advice Shropshire (the 'charity') for the year ended 31 March 2025 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including 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, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the 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 annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

CITIZENS ADVICE SHROPSHIRE

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF CITIZENS ADVICE SHROPSHIRE

Responsibilities of trustees

As explained more fully in the statement of trustees responsibilities, the trustees, who are also the directors of the charity for the purpose 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 charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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.

The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

The audit team obtained an understanding of the legal and regulatory frameworks that are applicable to the Company and determined that the most significant are those that relate to the reporting framework (FRS102 and the Companies Act 2006), the relevant tax compliance regulations, employment law, Health and Safety Regulations and the EU General Data Protection Regulation (GDPR).

We understood how the company is complying with these frameworks by making enquiries of management and those responsible for legal and compliance procedures.

We assessed the susceptibility of the Company's financial statements to material misstatement, including how fraud might occur by meeting with key management to understand where they considered there was a susceptibility to fraud. Based on our understanding, our procedures involved enquiries of management and those charged with governance, manual journal entry testing, cashbook reviews for large and unusual items and the challenge of significant accounting estimates used in preparing the financial statements.

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 is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

CITIZENS ADVICE SHROPSHIRE

INDEPENDENT AUDITOR'S REPORT (CONTINUED) TO THE TRUSTEES OF CITIZENS ADVICE SHROPSHIRE



Mr Robert Humphreys BEng FCA (Senior Statutory Auditor)

For and on behalf of James Holyoak & Parker Limited, Statutory Auditor

Chartered Accountants

1 Knights Court

Archers Way

Battlefield Enterprise Park

Shrewsbury

SY1 3GA

Date: 20/1/2025

James Holyoak & Parker Limited is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

CITIZENS ADVICE SHROPSHIRE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Income from:							
Donations and legacies	3	32,847	930	33,777	47,952	-	47,952
Charitable activities	4	664,903	522,279	1,187,182	613,132	495,728	1,108,860
Investments	5	24,316	-	24,316	29,119	-	29,119
Total income		722,066	523,209	1,245,275	690,203	495,728	1,185,931
Expenditure on:							
Raising funds	6	8,196	-	8,196	184	-	184
Charitable activities	7	682,512	576,130	1,258,642	683,563	534,135	1,217,698
Total expenditure		690,708	576,130	1,266,838	683,747	534,135	1,217,882
Net gains/(losses) on investments	12	(7,810)	-	(7,810)	63,258	-	63,258
Net income/(expenditure)		23,548	(52,921)	(29,373)	69,714	(38,407)	31,307
Transfers between funds		(52,921)	52,921	-	(18,377)	18,377	-
Net movement in funds	9	(29,373)	-	(29,373)	51,337	(20,030)	31,307
Reconciliation of funds:							
Fund balances at 1 April 2024		1,013,768	-	1,013,768	962,431	20,030	982,461
Fund balances at 31 March 2025		984,395	-	984,395	1,013,768	-	1,013,768

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.


CITIZENS ADVICE SHROPSHIRE

BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Fixed assets					
Tangible assets	14		2,093		5,015
Investments	15		846,466		923,685
			<u>848,559</u>		<u>928,700</u>
Current assets					
Debtors	16	43,766		422,023	
Cash at bank and in hand		183,906		159,569	
		<u>227,672</u>		<u>581,592</u>	
Creditors: amounts falling due within one year	18	(91,836)		(496,524)	
Net current assets			<u>135,836</u>		<u>85,068</u>
Total assets less current liabilities			<u>984,395</u>		<u>1,013,768</u>
The funds of the charity					
Unrestricted funds	21		939,123		948,139
Unrestricted funds - revaluation	21		45,272		65,629
			<u>984,395</u>		<u>1,013,768</u>

The financial statements were approved by the trustees on 19/08/2025


Chris Boote (Chair)
Trustee

Company registration number 04099352 (England and Wales)

CITIZENS ADVICE SHROPSHIRE

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Cash flows from operating activities					
Cash absorbed by operations	24		(69,388)		(93,338)
Investing activities					
Purchase of investments		(110,496)		(133,121)	
Proceeds from disposal of investments		179,905		136,132	
Investment income received		24,316		29,119	
Net cash generated from investing activities			93,725		32,130
Net cash generated from financing activities			-		-
Net increase/(decrease) in cash and cash equivalents			24,337		(61,208)
Cash and cash equivalents at beginning of year			159,569		220,777
Cash and cash equivalents at end of year			183,906		159,569

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

Charity information

Citizens Advice Shropshire is a private company limited by guarantee, and a registered charity in England / Wales . The company number is 04099352 (England & Wales), and the registered charity number is 1085220. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £10 per member of the charity. The address of the registered office is Fletcher House, 15 College Hill, Shrewsbury, Shropshire, SY1 1LY. The nature of the charity's operations and principal activities are that of support and advisory services for the benefit of the general public.

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 (FRS 102) effective 1 January 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 UK Generally Accepted Practice as it applies from 1 January 2015.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value.

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.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "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 is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include certain items at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

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

1.3 Charitable funds

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

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

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

1.4 Income

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

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

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

Donated services and facilities are included at the value to the charity where this can be quantified and is material. The value of services provided by volunteers has not been included in these accounts.

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff and other support costs are allocated on the basis of time spent.

1.6 Tangible fixed assets

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

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

Office Equipment	Over 10 years on a straight line basis
Computers	Over 3 years on a straight line basis

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

1.7 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.8 Impairment of fixed assets

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

CITIZENS ADVICE SHROPSHIRE

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

1 Accounting policies

(Continued)

1.9 Cash and cash equivalents

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

1.10 Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at the present value of future cash flows (amortised cost). Financial assets held at amortised cost comprise cash at bank and in hand and debtors excluding prepayments.

Financial liabilities held at amortised cost comprise creditors excluding deferred income and taxation payable. Financial liabilities that are provisions are held at fair value. No discounting has been applied on the basis that the periods over which amounts will be settled are such that any discounting would be immaterial.

1.11 Taxation

The company, being a registered charity with minimal trading income, has been granted exemption from tax under Section 505 of the Income and Corporation Taxes Act 1988. No provision for taxation has therefore been made in these accounts.

1.12 Debtors

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

1.13 Creditors and provisions

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

2 Critical accounting estimates and judgements

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

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

3 Income from donations and legacies

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Donations and gifts	32,847	930	33,777	47,952	-	47,952

CITIZENS ADVICE SHROPSHIRE

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

4 Income from charitable activities

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Income						
General Advice	664,903	61,464	726,367	613,132	84,800	697,932
Debt Advice	-	100,548	100,548	-	102,040	102,040
Benefits advice	-	217,410	217,410	-	169,554	169,554
Pensions guidance	-	142,857	142,857	-	139,334	139,334
	<u>664,903</u>	<u>522,279</u>	<u>1,187,182</u>	<u>613,132</u>	<u>495,728</u>	<u>1,108,860</u>

5 Income from investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Income from listed investments	21,596	24,416
Interest receivable	2,720	4,703
	<u>24,316</u>	<u>29,119</u>

6 Expenditure on raising funds

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Fundraising and publicity		
Investment fees	8,196	184
	<u>8,196</u>	<u>184</u>

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

7 Expenditure on charitable activities

	Unrestricted 2025 £	Restricted 2025 £	Total 2025 £	Unrestricted 2024 £	Restricted 2024 £	Total 2024 £
General advice	682,512	73,368	755,880	683,563	81,312	764,875
Debt advice	-	109,631	109,631	-	133,783	133,783
Benefits advice	-	226,786	226,786	-	170,580	170,580
Pension guidance	-	166,345	166,345	-	148,460	148,460
	<u>682,512</u>	<u>576,130</u>	<u>1,258,642</u>	<u>683,563</u>	<u>534,135</u>	<u>1,217,698</u>

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

8 Analysis of expenditure on charitable activities - current year

	Allocation Basis	General Advice £	Debt Advice £	Benefits Advice £	Pensions Guidance £	Total 2025 £
Direct costs						
Salaries	Direct	533,374	80,534	158,698	124,713	897,319
Staff & volunteers	Direct	10,564	57	498	86	11,205
Office costs	Direct	10,751	538	5,480	693	17,462
Premises costs	Direct	200	-	-	-	200
Other costs	Direct	476	-	-	-	476
Support costs						
Salaries	Staff hours	111,195	15,803	34,987	22,928	184,913
Other support costs	Staff hours	89,320	12,699	27,123	17,925	147,067
Total expenditure on charitable activities		<u>755,880</u>	<u>109,631</u>	<u>226,786</u>	<u>166,345</u>	<u>1,258,642</u>

8a Analysis of expenditure on charitable activities - prior year

	Allocation Basis	General Advice £	Debt Advice £	Benefits Advice £	Pensions Guidance £	Total 2024 £
Direct costs						
Salaries	Direct	560,458	108,405	133,312	121,884	924,059
Staff & volunteers	Direct	11,213	221	896	-	12,330
Office costs	Direct	8,781	993	1,713	75	11,562
Premises costs	Direct	3,926	53	-	-	3,979
Support costs						
Salaries	Staff hours	86,540	14,327	20,541	15,269	136,677
Other support costs	Staff hours	94,141	9,784	14,118	11,232	129,275
Total expenditure on charitable activities		<u>765,059</u>	<u>133,783</u>	<u>170,580</u>	<u>148,460</u>	<u>1,217,882</u>

CITIZENS ADVICE SHROPSHIRE

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

9	Net movement in funds	2025	2024
		£	£
	The net movement in funds is stated after charging/(crediting):		
	Fees payable to the charity's auditor:		
	- for the audit of the charity's financial statements	3,600	3,000
	- for other accounting services	5,317	5,040
	Depreciation of owned tangible fixed assets	2,922	2,921
	Profit/(Loss) on disposal of fixed asset investments	12,547	(7,027)
		<u> </u>	<u> </u>

10 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year, but 3 of them were reimbursed a total of £1,026 travelling expenses (2024 - 3 reimbursed £1,287).

11 Employees

	2025	2025	2024	2024
	Full Time	Head	Full Time	Head
	Equivalent	Count	Equivalent	Count
The average number of employees analysed by function:				
Advice workers and support staff	27	35	27	35
Key management personnel	5	6	5	6
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Total	32	41	32	41
	<u> </u>	<u> </u>	<u> </u>	<u> </u>

Employment costs	2025	2024
	£	£
Wages and salaries	954,071	935,599
Social security costs	75,070	73,513
Pension (defined contribution)	53,091	51,624
	<u> </u>	<u> </u>
	1,082,232	1,060,736
	<u> </u>	<u> </u>

No employee received remuneration amounting to more than £60,000 in the period (2023/24: None)

Remuneration of key management personnel

The key management personnel of the charity comprise the Chief Executive Officer, Specialist & Advice Services Managers, Business Support Manager and Finance Manager. The total employee benefits of the key management personnel of the charity were as follows:

	2025	2024
	£	£
Aggregate compensation	254,894	198,247
	<u> </u>	<u> </u>

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

12 Gains and losses on investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Gains/(losses) arising on:		
Revaluation of investments	(20,357)	70,285
Sale of investments	12,547	(7,027)
	<u>(7,810)</u>	<u>63,258</u>

13 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

14 Tangible fixed assets

	Office Equipment £	Computers £	Total £
Cost			
At 1 April 2024	84,963	46,404	131,367
Disposals	(21,581)	(29,583)	(51,164)
At 31 March 2025	<u>63,382</u>	<u>16,821</u>	<u>80,203</u>
Depreciation and impairment			
At 1 April 2024	83,835	42,517	126,352
Depreciation charged in the year	330	2,592	2,922
Eliminated in respect of disposals	(21,581)	(29,583)	(51,164)
At 31 March 2025	<u>62,584</u>	<u>15,526</u>	<u>78,110</u>
Carrying amount			
At 31 March 2025	<u>798</u>	<u>1,295</u>	<u>2,093</u>
At 31 March 2024	<u>1,128</u>	<u>3,887</u>	<u>5,015</u>

CITIZENS ADVICE SHROPSHIRE

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

15 Fixed asset investments

	Listed investments £
Cost or valuation	
At 1 April 2024	923,685
Additions	110,496
Valuation changes	(20,111)
Disposals	(167,604)
	<hr/>
At 31 March 2025	846,466
	<hr/>
Carrying amount	
At 31 March 2025	846,466
	<hr/> <hr/>
At 31 March 2024	923,685
	<hr/> <hr/>

Fixed asset investments have been revalued to market value as at 31st March 2025 in line with the Rathbones Investment Management portfolio.

16 Debtors

	2025 £	2024 £
Amounts falling due within one year:		
Other debtors	18,429	359,558
Prepayments and accrued income	25,337	62,465
	<hr/>	<hr/>
	43,766	422,023
	<hr/> <hr/>	<hr/> <hr/>

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

16 Funds received as agents

	2025 £	2024 £
Received during the year	832,876	761,756
Paid to partners	(832,043)	(761,756)
Included in accruals	(833)	-
	<u>-</u>	<u>-</u>

The charity is the lead partner for various charitable projects and receives money on behalf of third-party organisations, all money is paid over to the third parties and excluded from the income and expenditure of the charity.

18 Creditors: amounts falling due within one year

	Notes	2025 £	2024 £
Other taxation and social security		18,064	19,788
Deferred income	19	19,994	399,692
Trade creditors		27,227	61,036
Accruals		26,551	16,008
		<u>91,836</u>	<u>496,524</u>

CITIZENS ADVICE SHROPSHIRE

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

19 Deferred income

Deferred income is included in the financial statements as follows:

	2025 £	2024 £
Deferred income is included within:		
Current liabilities	19,994	399,692
Movements in the year:		
Deferred income at 1 April 2024	399,692	390,731
Released from previous periods	(393,128)	(390,731)
Resources deferred in the year	13,430	399,692
Deferred income at 31 March 2025	19,994	399,692

20 Restricted funds

The restricted funds of the charity comprise of the income held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2025 £
General- SFPA	-	42,226	(46,454)	4,228	-
General- Shaping Places	-	20,000	(26,914)	6,914	-
Debt Advice	-	100,716	(109,631)	8,915	-
Benefits Advice	-	217,410	(226,786)	9,376	-
Pensions Guidance	-	142,857	(166,345)	23,488	-
	-	523,209	(576,130)	52,921	-

Previous year:	At 1 April 2023 £	Incoming resources £ restated	Resources expended £ restated	Transfers £	At 31 March 2024 £
General - SFPA	6,344	44,800	(39,657)	(11,487)	-
General - Shaping Places	19,382	40,000	(41,655)	(17,727)	-
Debt Advice	-	102,040	(133,783)	31,743	-
Benefits advice	(5,947)	169,554	(170,580)	6,973	-
Pension Guidance	251	139,334	(148,460)	8,875	-
	20,030	495,728	534,135	18,377	-

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

20 Restricted funds

(Continued)

Shropshire Food Poverty Alliance (SFPA) is an alliance of organisations in Shropshire working together to understand the causes of food poverty in Shropshire and use this knowledge to try to put an end to food poverty in the county. It is funded through 'SHROPSHIRE VOLUNTARY COMMUNITY SECTOR INFRASTRUCTURE SUPPORT' PROJECT via the UK Government through the UK Shared Prosperity Fund'.

Shaping places this was a fund to help improve health and address health inequalities relating to Food Poverty. Working with the local authority and Healthwatch Shropshire.

Debt advice/MAPs assist people with their Debt Problems, advising and supporting with the various debt solutions. We provide Casework to support the clients this is done, Face to Face and Phone - we support clients of Shropshire and can also work on the National Debt Line.

Help to Claim work on a National Helpline advising people to claim Universal Credit, checking their entitlement and support up to the first correct payment. This is done via phone and Webchat and is a national Citizens Advice funded project via Dept of Work & Pensions.

Pension Wise a government service that requires Local Citizens Advice staff to deliver appointments both over the phone and in person, offering free impartial information and guidance to clients over 50 years of age with defined contribution pensions. The service offers guidance to help clients make informed decisions about their pensions, not regulated financial advice.

21 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	Gains and losses £	At 31 March 2025 £
Business continuity reserve	642,000	-	-	19,000	-	661,000
IT reserve (previously named Cyber security) reserve	24,516	-	(12,328)	(12,188)	-	-
Support for future contract tendering	20,000	-	(3,650)	(16,350)	-	-
Workforce development reserve	47,876	-	(17,559)	(30,317)	-	-
Health & Outreaches	7,856	73,247	(87,731)	6,628	-	-
General funds	205,891	648,819	(569,440)	(19,694)	12,547	278,123
	948,139	722,066	(690,708)	(52,921)	12,547	939,123
Revaluation reserve	65,629	-	-	-	(20,357)	45,272

CITIZENS ADVICE SHROPSHIRE

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

21 Unrestricted funds

(Continued)

Previous year:	At 1 April 2023 £	Incoming resources £ restated	Resources expended £ restated	Transfers £	Gains and losses £	At 31 March 2024 £
Business continuity reserve	600,000	-	-	42,000	-	642,000
IT Reserve	30,000	-	(5,484)	-	-	24,516
	20,000	-	-	-	-	20,000
Support for future contract tendering	50,000	-	(2,124)	-	-	47,876
Workforce development reserve	-	78,146	(70,290)	-	-	7,856
My money matters residual fund	24,095	-	-	(24,095)	-	-
General funds	242,992	612,057	(605,849)	(36,282)	(7,027)	205,891
	967,087	690,203	683,747	(18,377)	(7,027)	948,139
Revaluation reserve	(4,656)	-	-	-	70,285	65,629

Business continuity reserve - to cover all eventualities in funding and allows the charity to find alternative funding and/or take an orderly winding up of costs associated with the lost funding. It is based on the 25/26 budget 6 months operating costs.

IT reserve - to cover expenditure in upgrading the IT infrastructure of the charity to meet Cyber Essentials accreditation. As this was accredited during 24/25 the trustees decided to transfer back to general reserves any balance left.

Support for future contract tendering - to cover expenditure incurred in the tender writing. The trustees have considered any large projects and cannot see an imminent use for this designated reserve and have agreed to transfer back to general reserves any balance left. Any future expenditure will be considered at the time and if necessary a designated reserve will be created.

Workforce development - to cover the future costs of increased support costs. The trustees have considered the forecast budget and have agreed to transfer back any underspend to general reserves.

Health and Outreaches funds we provide generalist advice including welfare benefit checks to ensure clients receive all welfare benefits they are entitled to and we will also look at ways to help reduce expenditure. All referrals for these projects come from the Funder. They have been included within the general activity of the charity.

22 Operating lease commitments

Lessor

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

	2025 £	2024 £
Within one year	19,201	19,201

CITIZENS ADVICE SHROPSHIRE

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

23 Related party transactions

There were no disclosable related party transactions during the year (2024 - none).

24 Cash absorbed by operations	2025 £	2024 £
(Deficit)/surplus for the year	(29,373)	31,307
Adjustments for:		
Investment income recognised in statement of financial activities	(24,316)	(29,119)
(Gain)/loss on disposal of investments	(12,547)	7,027
Fair value gains and losses on investments	20,357	(70,285)
Depreciation and impairment of tangible fixed assets	2,922	2,921
Movements in working capital:		
Decrease/(increase) in debtors	378,257	(22,980)
(Decrease) in creditors	(24,990)	(21,170)
(Decrease)/increase in deferred income	(379,698)	8,961
Cash absorbed by operations	(69,388)	(93,338)

25 Analysis of changes in net funds

The charity had no material debt during the year.