

# **Chelmsford Citizens Advice Bureau**

**Company Number 4063248**

**Registered Charity Number 1088290**

**A Company Limited by Guarantee**

**Report and Financial Statements for the year ended 31 March 2025**

# **Chelmsford Citizens Advice Bureau**

## **Reports and Financial Statements 2025**

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# **Chelmsford Citizens Advice Bureau**

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### **REFERENCE AND ADMINISTRATIVE DETAILS**

The trustees who held office from the beginning of the year were

Elected by the members

Mr W Chilvers	Resigned 27 November 2024
Mr P Hollebon	Resigned 6 Sept 2024
Mr M Tarala - Chair	
Ms R Woolley	Resigned 16 October 2025
Ms D Hay	Appointed 16 October 2025
Ms F Stevenson	Appointed 5 December 2025

Chelmsford City Council nominated

Councillor S Rajesh	Nominated December 2019
Councillor H Clark	Nominated 5 September 2023

<b>Bureau Chief Executive</b>	Mr R C Mynott
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#### **Registered office**

Burgess Well House  
Coval Lane  
Chelmsford  
CM1 1FW

#### **Bankers**

Unity Bank PLC  
PO Box 7193  
Planetary Road  
Willenhall  
WV1 9DG

#### **Auditors**

Affinia (Orpington)  
Lynwood House  
Crofton Road  
Orpington  
BR6 8QE

# **Chelmsford Citizens Advice Bureau**

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### **TRUSTEES REPORT**

The Trustees, who are also Directors under the Companies Act 2006, present their report and financial statements for the year ended 31 March 2025. The Trustees' Report is also a Director's Report as required by Section 417 of the Companies Act 2006.

The Trustees confirm that this Annual Report and financial statements have been prepared in accordance with current statutory requirements and comply with the Companies Act 2006, the requirements of the company's governing document, and the Accounting and Reporting by Charities: Statement of Recommended Practice (SORP) which are applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable to the United Kingdom and Republic of Ireland.

### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

#### **Governing Document**

Citizens Advice Chelmsford is a registered charitable company limited by guarantee. The company was incorporated on 31 August 2000 and registered as a charity on 31 August 2001, established under a Memorandum of Association which established the objects and powers. The company is also governed under its Articles of Association. The maximum liability of each member is limited to a sum not exceeding £10 which is the amount that each member undertakes to contribute to the assets of the charity in the event of its being wound up while he, she or it is a member or within one year after he, she or it ceases to be a member. New Memorandum and Articles of Association were adopted at an Extraordinary General Meeting in October 2022.

#### **Objects and Powers of the Charitable Company**

The objects of the charitable company 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, but without limitation, for the benefit of the community in Chelmsford and surrounding areas.

The powers of the Charity are set out in its Articles of Association and include, inter alia, the power to establish, provide and assist in the provision of Local Citizens Advice services and outlets supplying a free, independent, confidential and impartial service of advice, information and counsel for the public in a manner that furthers the charitable company's Objects.

#### **Public Benefit**

The Trustees confirm that they have considered and complied with the requirements set out in Section 4 of the Charities Act 2011 and have referred to the guidelines contained in the Charity Commission's general guidance on public benefit when reviewing Citizens Advice Chelmsford's aims and objectives and in the planning of future activities.

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination. The Public Benefit is achieved by:

- Providing the advice people need for the problems they face; and
- Improving the policies and practices that affect people's lives.

#### **Recruitment and Appointment of Trustees**

Under its Articles of Association adopted in October 2022, the Charity is required to have a minimum of four and a maximum of fifteen Trustees. Trustees are either elected at a General Meeting or co-opted by the Trustee Board at any other meeting of the Trustees. One third of the trustees will retire each year for the first three years after the introduction of the new Articles. Thereafter, elected Trustees retire at the end of the third Annual General Meeting. Co-opted Trustees retire at the third Annual General Meeting following the Trustee Board Meeting at which they were appointed.

# Chelmsford Citizens Advice Bureau

## Reports and Financial Statements 2025

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It is the policy of the Trustees that, in each calendar year, the Trustee Board will:

- Review the range of skills, knowledge and experience of the Trustees and the extent to which the Trustees are representative of the community served by the Charity and to identify any gaps;
- To consider whether such gaps should be addressed through training or by appointment of one or more additional Trustees; and
- To agree, if necessary, a strategy for securing expressions of interest from persons wishing to become a Trustee.

### Admission of Members

Under the Articles of Association, Membership is open to other individuals or organisations who:

- apply to the charity in the form required by the Trustees; and
- are approved by the Trustees; and
- are, if individuals, over 16 and not paid workers, employees or unpaid volunteers of the charity.

### Training

All Trustees are given the opportunity to utilise Citizens Advice Chelmsford's training facilities and attend relevant training sessions. Trustees are also invited to attend the residential annual conference of Citizens Advice.

### Organisational Structure

The charity is governed by its Trustee Board. The Trustee Board is responsible for setting the strategic direction and policies of the Charity. The Trustees carry the ultimate responsibility for the conduct of the Charity, including ensuring that it satisfies its legal and contractual obligations. The Trustees meet at least six times per year as a Trustee Board and delegate the responsibility for day-to-day running and implementation of strategies to the Chief Executive and senior management team.

The Chief Executive and senior management team are responsible for the provision of services of the Charity. The Chief Executive is employed on a full-time basis and is assisted by both paid staff and volunteers. The services are delivered from the Charity's Coval Lane offices (its central bureau) and other outreach facilities.

Citizens Advice Chelmsford is a member of National Association of Citizens Advice Bureaux, registered charity number 279057. This membership provides a framework for standards of advice and casework management, as well as monitoring the Charity's progress against these standards. The National Association of Citizens Advice Bureaux has over 350 members throughout England and Wales, and members can be contacted via the following address:

Citizens Advice  
3<sup>rd</sup> Floor North  
200 Aldersgate  
London  
EC1A 4HD

The Charity is also a consortium member of Citizens Advice Essex, registered charity number 1153582.

# Chelmsford Citizens Advice Bureau

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### Risk Management

The Trustees have adopted a statement of risk policy under which:

- Trustees must ensure that the major risks to which the Charity is exposed are reviewed and systems established to mitigate those risks;
- It is recognised that risks can arise both from the Charity's activities and a failure to act or exploit opportunities;
- Staff and volunteers are expected to consider the risks of any activity and act in accordance with any recommendations for risk management; and
- Proposed new activities, significant increases in existing activities and significant changes in the way those activities are pursued, are first required to be the subject of a proper proposal to the Trustees and risk assessed.

The Trustees regularly review the major risks to which the Charity is exposed and engage with the systems that are in place to manage and mitigate those risks. A risk management committee meets regularly to track the risks faced by the Charity and monitor agreed mitigations. These risks and mitigations are documented in a risk register. The minutes, monthly report, and risk register from the risk management committee are shared with the Trustees during meetings of the Trustee Board.

Procedures are in place to ensure compliance with health and safety of staff, volunteers, clients and visitors to the Charity's premises at Burgess Well House, Coval Lane. These procedures are owned and maintained by the Chief Executive. To ensure a consistent quality of delivery for all operational matters, the Charity complies with the membership requirements of Citizens Advice and of the Advice Service Alliance (ASA) and is audited regularly by those bodies.

### OBJECTIVES AND ACTIVITIES

#### Achievement and performance

During the 2024 – 2025 financial year, Citizens Advice Chelmsford undertook the following:

- 14,183 clients were assisted with 29,388 issues.
- Financial Services and Capability continue to be the most common advice issue, reflecting the importance of PensionWise and the ongoing cost of living crisis. 8,069 clients were seen and 10,630 issues were addressed regarding Financial Services and Capability.
- Assisted 1,793 clients with 5,115 Benefits, tax credits and Universal Credit issues in the 2024 – 2025 financial year. Personal Independence Payments and Benefit Entitlements continue to be the main issues faced by clients. Total income gain across all areas, including loans and reimbursements was £3,529,294.
- Assisted 814 clients with 1,839 debt issues. £81,584 of debt was written off because of our guidance and support. Fuel debt now makes up the majority of debt issues addressed by the Charity.
- The Chelmsford Law Clinic continued to provide 30 minutes of free legal advice. The Clinic helped 365 clients with 729 issues covering 8 areas of law. The Chelmsford Law Clinic works with its pro-bono providers and Law Works partner organisations to support many of these clients and enable them to gain access to in-depth pro-bono advice.
- During the 2024 – 2025 financial year, over 80 volunteers gave their time to support Citizens Advice Chelmsford.

# Chelmsford Citizens Advice Bureau

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### FINANCIAL REVIEW

#### Financial Performance

The results for the year ended 31 March 2025 are set out in the Statement of Financial Activities on Page 11. These show an operating surplus for the year of £119,477. The actuarial adjustment of the Defined Benefit Pension Scheme of £19,000 surplus which includes the implementation of an asset ceiling. This resulted in a reporting surplus in the year of £138,477. Net assets at 31 March 2025 were £402,275 (£263,798 2024). Unrestricted reserves were £364,631 and restricted reserves including the pension surplus were £37,644.

The Financial Statements do not reflect the value of time donated by volunteer advisers, clerical assistants and other supporters. The Charity continues to depend on unpaid volunteers to function effectively.

#### Principal Funding Sources

The principal funding source for the Charity for the provision of general advice continues to be by way of grant income from Chelmsford City Council and Essex County Council. HM Treasury has provided restricted funds through the National Association of Citizens Advice Bureaux for PensionWise (a project that advises clients on the options open to them in respect of their pension opportunities). Other major funding sources have come from the Essex Community Foundation and from Citizens Advice Essex for specific project work.

#### Donations

The Trustees are most appreciative of the many organisations and individuals who have made donations during this financial year.

#### Investment Policy

Aside from retaining a prudent amount in reserves each year, most of the Charity's funds are to be spent in the short term, and so there are few funds available for long term investment. The Charity's investment policy is to place any surplus funds in interest earning Deposit bank accounts to maximise income whilst providing security for capital.

#### Reserves Policy

It is the aim of the Trustees to hold unrestricted liquid reserves amounting to £155,000 which reflects the risks of unplanned closure of Chelmsford Citizens Advice. At 31 March 2025, unrestricted reserves totalled £329,944 before the Pension Fund Reserve of £19,000 is added. The Trustees carefully monitor the Charity's reserves and will review the Charity's Reserves Policy at least annually. The Trustee Board can change the amount of unrestricted liquid reserves held at any time.

### PLANS FOR THE FUTURE

The strategic direction of the Charity is dictated by and documented in Citizens Advice Chelmsford's strategic business plan, which is a living document that the Trustees regularly review and update throughout the year. This business plan is used to inform the decision-making of the Trustees, staff and volunteers, and to monitor the performance of the Charity. The Trustees expect that the Charity will continue to work towards achieving its three main strategic objectives:

- Ensuring that our advice is always high quality, accessible, tailored and timely;
- Speaking up for our clients and lobbying for meaningful change; and
- Guaranteeing that our services will be available whenever our clients need them.

Citizens Advice Chelmsford is influenced by relevant local and national policies. The policies of central government impact on the voluntary sector's funding regimes, which are operated by the principal funders of the Charity – Chelmsford City Council and Essex County Council. As a result, the Trustees keep under review how best to respond to these external challenges and explore with existing funders, other LCAs and the National Association of Citizens Advice Bureaux, new partnerships and different ways of working.

## Chelmsford Citizens Advice Bureau

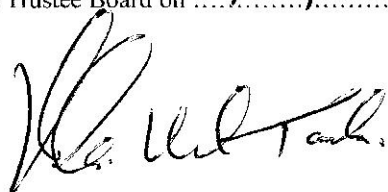
### Reports and Financial Statements 2025

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#### ACCOUNTANTS

NSO Associates LLP who carried out the independent review of the trustee for last year have joined the Affinia group of accountants, tax and business advisers. As the revenue for 2025 exceeds £1,000,000, the trust is required to have an audit of its financial statements. Affinia have expressed their willingness to audit the financial statements for 2025 as required under current charity legislation. The Financial Statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (SORP) which are applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable to the United Kingdom and Republic of Ireland ((FRS 102) effective 1 January 2015) and the Companies Act 2006.

Approved by the Trustee Board on 19/12/25 and signed on its behalf.



Mark Tarala

Chair of Trustees



# **Chelmsford Citizens Advice Bureau**

## **Reports and Financial Statements 2025**

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### **STATEMENT OF TRUSTEES' RESPONSIBILITIES**

The trustees (who are also directors of Chelmsford Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Trustees' Report and 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 which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and 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;
- prepare the financial statements on the going concern basis unless it is appropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping proper 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 Charities Act 2011 and the provisions of 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.

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.

# Chelmsford Citizens Advice Bureau

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### INDEPENDENT AUDITOR'S REPORT

#### TO THE TRUSTEES OF CHELMSFORD CITIZENS ADVICE BUREAU

##### Opinion

We have audited the financial statements of Chelmsford Citizens Advice Bureau 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 Trust 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.

##### Other matters

The comparative figures were unaudited and a prior year adjustment has been made from our audit work on the opening position. Accordingly, we do not express an opinion on the comparative figures included in these financial statements.

##### 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 Trust'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.

# Chelmsford Citizens Advice Bureau

## Reports and Financial Statements 2025

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### 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.

As explained more fully in the statement of Trustees' responsibilities, the Trustees, who are also the directors of the Trust 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 Trust'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.

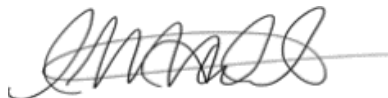
### Auditor's responsibilities for the audit of the financial statements

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. 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.

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.



### Louise Hallsworth FCA (Senior Statutory Auditor)

For and on behalf of Affinia (Orpington), Statutory Auditor  
Chartered Accountants  
Lynwood House  
Crofton Road  
Orpington  
BR6 8QE  
Date: 23 December 2025

# Chelmsford Citizens Advice Bureau

## Reports and Financial Statements 2025

### STATEMENT OF FINANCIAL ACTIVITIES

for the year ended 31 March 2025

		2025			Restated 2024		
		£	£	£	£	£	£
	Notes	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
<b>Income</b>							
Bank interest received	2	3,383		3,383	1,721		1,721
Donations	3	17		17			
Charitable activities	4	166,682	962,555	1,129,237	122,855	745,894	868,749
Other income	5	47,062		47,062	52,042		52,042
<b>Total income</b>		<b>217,144</b>	<b>962,555</b>	<b>1,179,699</b>	<b>176,618</b>	<b>745,894</b>	<b>922,512</b>
<b>Expenditure</b>							
Charitable activities	6	152,976	918,098	1,071,074	197,642	687,365	885,007
FRS 102 pension movements							
Service costs	15		20,000	20,000		8,000	8,000
Employer contribution	15						
<b>Total resources expended</b>		<b>152,976</b>	<b>938,098</b>	<b>1,091,074</b>	<b>197,642</b>	<b>695,365</b>	<b>893,007</b>
<b>Net income (expenditure) in the year</b>		<b>64,168</b>	<b>24,457</b>	<b>88,625</b>	<b>(21,024)</b>	<b>50,529</b>	<b>29,505</b>
Actuarial gains (losses) on defined benefit pension scheme	15		19,000	19,000		(210,000)	(210,000)
<b>Net income (deficit) in the year after actuarial adjustments</b>		<b>64,168</b>	<b>43,457</b>	<b>107,625</b>	<b>(21,024)</b>	<b>(159,471)</b>	<b>(180,495)</b>
Balance brought forward	11	194,067	100,583	294,650	229,222	245,923	475,145
Net movements from above	11	64,168	43,457	107,625	(21,024)	(159,471)	(180,495)
Transfer between funds	11	106,396	(106,396)		(14,131)	14,131	
<b>Balance carried forward</b>		<b>364,631</b>	<b>37,644</b>	<b>402,275</b>	<b>194,067</b>	<b>100,583</b>	<b>294,650</b>

# Chelmsford Citizens Advice Bureau

## Reports and Financial Statements 2025

### BALANCE SHEET

as at 31 March 2025

	Notes	2025 £	2025 £	2024 £	Restated 2024 £
<b>Fixed assets</b>	8		11,621		8,667
Debtors	9	106,238		76,275	
Cash at bank and in hand		477,823		315,762	
<b>Current assets</b>		584,061		392,037	
<b>Creditors: Amounts falling due within one year</b>	10	(212,407)		(126,054)	
<b>Net current assets</b>			371,654		265,983
<b>Cash Flow generated from operations</b>			383,275		274,650
Defined benefit pension scheme assets( liability)					
Defined benefit pension scheme	15		19,000		20,000
<b>Net assets</b>			402,275		294,650
Unrestricted funds	11		364,631		194,067
Pension fund reserve	11		19,000		20,000
Restricted funds	11		18,644		80,583
<b>Net Reserves</b>			402,275		294,650

For the year ending 31 March 2025 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The results for 2025 require an audit of its financial statements for the year in question in accordance with section 476

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

These financial statements were approved by the trustees on 19/12/25

Mark Tarala

Chair of trustees

## Chelmsford Citizens Advice Bureau

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#### STATEMENT OF CASH FLOW

for the year ended 31 March 2025

	2025 £	2024 £
<b>Cash Flows from Operating Activities</b>		
Net income (expenditure) in the year	119,477	(1,347)
Adjustments for		
Depreciation	6,181	10,102
Interest	(3,383)	(1,721)
(Increase)/ Decrease in debtors	(13,295)	(45,297)
Increase/ (Decrease) in creditors	38,833	78,240
FRS 102 Defined benefit pension scheme adjustment	20,000	8,000
<b>Cash Flow generated from operations</b>	<b>167,813</b>	<b>47,977</b>
Interest income	3,383	1,721
Purchase of tangible fixed assets	(9,135)	(3,600)
<b>Net increase /(decrease) in cash</b>	<b>162,061</b>	<b>46,098</b>
<b>Cash at beginning of the year</b>	<b>315,762</b>	<b>269,664</b>
<b>Cash at the end of the year</b>	<b>477,823</b>	<b>315,762</b>

# Chelmsford Citizens Advice Bureau

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### NOTES TO THE ACCOUNTS

#### 1. Accounting Policies

##### 1.1 Accounting Convention

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 2015) - (Charities SORP (FRS 102)) and the Companies Act 2006. Chelmsford Citizens Advice meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

##### 1.2 Basic Financial Assets

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

##### 1.3 Basic Financial Liabilities

Basic financial liabilities, including creditors are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

##### 1.4 Financial Instruments

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

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

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

##### 1.5 Fund Accounting

Unrestricted funds are available for use at the discretion of the charity in furtherance of their charitable objectives. The Charity has certain restricted funds where specific conditions have been imposed by the donor.

##### 1.6 Voluntary Income

Cash donations and gifts are included in full in the Statement of Financial Activities when the amounts receivable have been ascertained.

##### 1.7 Investment Income

Interest receivable is included gross.

##### 1.8 Grants Receivable

Grants are recognised as income when they are receivable. Related expenditure is included under the appropriate heading.

# Chelmsford Citizens Advice Bureau

## Reports and Financial Statements 2025

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### 1.9 Operating Leases

Rentals paid under operating leases are charged to the Profit and Loss account on a straight line basis over the period of the lease.

### 1.10 Allocation of General Funds Costs Under Expenditure Headings

Overall Expenditure has been allocated between the following major cost centres:

Raising funds

Charitable activities

### 1.11 Depreciation

Fixed assets are stated at cost, or estimated market value at the date of receipt where the asset has been donated to the charity. The Bureau has a de minimus policy of capitalisation of fixed assets of £500. Depreciation is calculated to write-off fixed assets over their estimated useful lives at the following annual rates:

IT, Telecom 33% on cost

Office Equipment 12 % on cost

### 1.12 Restricted Funds

Where restrictions have been placed on the use of income, the amount received has been classified as restricted income.

### 1.13 Going Concern

The financial statements have been prepared on the going concern basis.

### 1.14 Defined contribution pension scheme

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

### 1.15 Defined benefit pension scheme

Retirement benefits to employees of the charity are provided by the Local Government Pension Scheme (LGPS). This is a defined benefit scheme and the assets are held separately from those of the charity.

The LGPS is a funded multi-employer scheme and the assets are held separately from those of the charity in separate trustee administered funds. Pension scheme assets are measured at fair value and liabilities are measured on an actuarial basis using the projected unit credit method and discounted at a rate equivalent to the current rate of return on a high-quality corporate bond of equivalent term and currency to the liabilities. The actuarial valuations are obtained at least triennially and are updated at each balance sheet date. The amounts charged to net income or expenditure are the current service costs and the costs of scheme introductions, benefit changes, settlements and curtailments. They are included as part of staff costs as incurred. Net interest on the net defined benefit liability/asset is also recognised in the statement of financial activities and comprises the interest cost on the defined benefit obligation and interest income on the scheme assets, calculated by multiplying the fair value of the scheme assets at the beginning of the period by the rate used to discount the benefit obligations. The difference between the interest income on the scheme assets and the actual return on the scheme assets is recognised in other recognised gains and losses. Actuarial gains and losses are recognised immediately in other recognised gains and losses.



# Chelmsford Citizens Advice Bureau

## Reports and Financial Statements 2025

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### 2 Interest Income

	2025	2024
	£	£
Bank interest on deposit accounts	3,383	1,721

### 3 Donations

The Charity benefits greatly from the involvement and support of its many volunteers, details of which are given in the annual report. In accordance with accounting standards, the economic contribution of volunteers is not measured in the accounts.

### 4 Charitable Activities

	2025	2024
	Unrestricted	Unrestricted
	£	£
Grants		
Chelmsford City Council	156,314	103,583
Essex County Council	2,000	5,413
Citizens Advice Essex	5,399	5,238
Other	2,969	8,621
	<u>166,682</u>	<u>122,855</u>
	Restricted	Restricted
	£	£
Grants		
Pensionwise	519,613	480,230
Civil Military Partnership Board	-	4,687
Foodbank	81,928	39,238
British Gas Energy trust	43,127	35,240
Essex Community Foundation Writtle Housing	21,992	53,004
Citizens Advice Essex - Warm Homes	-	22,983
Citizens Advice Essex - Warm Start	28,214	26,100
Toomey	73,575	-
Probation	41,952	11,150
UK Power networks	152,154	73,262
	<u>962,555</u>	<u>745,894</u>

# Chelmsford Citizens Advice Bureau

## Reports and Financial Statements 2025

### 5 Other Income

	2025	2024
	£	£
Central Law Group	47,062	52,042
	<u>47,062</u>	<u>52,042</u>

### 6 Resources expended – Charitable Activities

	Unrestricted	2025 Restricted	Total	Unrestricted	2024 Restricted	Total
	£	£	£	£	Restated £	Restated £
Salaries and pension costs	90,013	633,606	723,619	101,190	532,820	634,010
staff and volunteer costs	7,712	3,420	11,132	(2,876)	9,031	6,155
Office	28,472	34,272	62,744	35,566	17,319	52,885
Premises	27,127	38,832	65,959	51,924	13,626	65,550
Governance	(450)	3,993	3,543	(782)	1,133	351
overhead contribution						
Independent examination	7,130		7,130	1,500		1,500
Partner Payments		196,743	196,743		112,710	112,710
other costs	(7,028)	7,232	204	11,120	726	11,846
Total resources expended	<u>152,976</u>	<u>918,098</u>	<u>1,071,074</u>	<u>197,642</u>	<u>687,365</u>	<u>885,007</u>

### 7 Employees and Trustees

	2025	Restated 2024
	£	£
Staff costs		
Wages and salaries	649,773	569,588
Social security costs	58,394	50,116
Pension costs	15,452	14,306
Total	<u>723,619</u>	<u>634,010</u>

Average monthly head count	25	25
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One employee earned in excess of £60,000 during the year (2024 - one)

Remuneration for Key Management Personnel totalled £156,027 (2024 - £123,930)

No trustee received any remuneration or had any expenses reimbursed during the year (2024: none).

## Chelmsford Citizens Advice Bureau

### Reports and Financial Statements 2025

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#### 8 Fixed Assets for Charity Use

	IT, Telecom & Office Equipment	2025 Office equipment	Total	2024 IT, Telecom
Cost				
1 April 2024	168,535		168,535	164,935
Additions	4,814	4,321	9,135	3,600
31 March 2025	<u>173,349</u>	<u>4,321</u>	<u>177,670</u>	<u>168,535</u>
Depreciation				
1 April 2024	159,869		159,869	149,766
Charge	5,631	550	6,181	10,103
31 March 2025	<u>165,499</u>	<u>550</u>	<u>166,049</u>	<u>159,869</u>
Net Book Value				
31 March 2025	<u>7,850</u>	<u>3,771</u>	<u>11,621</u>	<u>8,667</u>
31 March 2024	<u>8,667</u>	<u>-</u>	<u>8,667</u>	<u>15,169</u>

All assets are used for charitable purposes

# Chelmsford Citizens Advice Bureau

## Reports and Financial Statements 2025

### 9 Debtors

	2025 £	2024 £
Accrued Income	100,604	70,105
Prepayments	<u>5,634</u>	<u>6,170</u>
	<u>106,238</u>	<u>76,275</u>

### 10 Creditors

	2025 £	2024 £ <b>Restated</b>
Creditors: Amounts falling due within one year		
Other creditors	<u>212,407</u>	<u>126,054</u>
	<u>212,407</u>	<u>126,054</u>

### 11 Deferred income

	£	£
Deferred income is included within:		
Creditors due within one year	137,213	63,168
Deferred income at 1 April 2024	63,168	-
Released from previous years	(63,168)	-
Resources deferred in the year	137,213	63,168
Deferred income as at 31 March 2025	<u>137,213</u>	<u>63,168</u>

Deferred income at 31 March 2025 relates to income received in advance for ECF writtle housing funding of £44,120 (2024: £13,168) and Toomey funding of £93,093 (2024: 50,000).

# Chelmsford Citizens Advice Bureau

## Reports and Financial Statements 2025

### 12 Funds

2025	Opening Balance	Incoming Resources	Resources expended	Actuarial adjustment	Total resources expended	Transfer from unrestricted	Closing Balance
	£	£	£	£	£	£	£
<b>Restricted funds</b>							
Pensionwise-R	32,435	519,613	(526,165)		(526,135)	(25,883)	0
Warm Homes -R	0	0	0		0		0
Warm Start -R	0	28,214	(27,918)		(27,918)	(296)	0
ECF Housing fund - UR	5,155	21,992	(25,419)		(25,419)		1,728
Foodbank	6,185	81,928	(52,111)		(52,111)	(36,002)	0
BGET - R	4,714	43,127	(39,838)		(39,838)		8,003
Probation - R	4,334	41,952	(37,373)		(37,373)		8,913
UK power networks - R	27,760	152,154	(135,370)		(135,370)	(44,544)	0
Civilian Military-R	0	0	0		0		0
Toomey	0	73,575	(73,904)		(73,904)	329	0
Pension reserve	20,000			(1,000)	(1,000)		19,000
<b>Total Restricted Funds</b>	100,583	962,555	(918,098)	(1,000)	(919,098)	(106,396)	37,644
<b>Designated funds</b>							
<b>Unrestricted funds</b>	194,067	217,144	(152,976)		(152,976)	106,396	364,631
<b>Total Funds</b>	294,650	1,179,699	(1,071,074)	(1,000)	(1,072,074)	0	402,275

# Chelmsford Citizens Advice Bureau

## Reports and Financial Statements 2025

2024	Opening Balance	Incoming Resources	Resources expended <b>Restated</b>	Actuarial adjustment	Total resources expended <b>Restated</b>	Transfer from unrestricted	Closing Balance <b>Restated</b>
	£	£	£	£	£	£	£
<b>Restricted funds</b>							
Pensionwise-R	7,687	480,230	(455,482)		(455,482)		32,435
Warm Homes -R	0	22,983	(29,814)		(29,814)	6,831	0
Warm Start -R	147	26,100	(27,172)		(27,172)	925	0
ECF Housing fund - UR	0	53,004	(47,849)		(47,849)	0	5,155
Foodbank	0	39,238	(33,053)		(33,053)	0	6,185
BGET - R	89	35,240	(30,615)		(30,615)		4,714
Probation - R	0	11,150	(6,816)		(6,816)		4,334
UK power networks - R	0	73,262	(45,502)		(45,502)		27,760
Civilian Military-R	0	4,687	(11,062)		(11,062)	6,375	0
Pension reserve	238,000			(218,000)	(218,000)		20,000
<b>Total Restricted Funds</b>	245,923	745,894	(687,365)	(218,000)	(905,365)	14,131	100,583
Designated funds							
<b>Unrestricted funds</b>	229,222	176,618	(197,642)		(197,642)	(14,131)	194,067
<b>Total Funds</b>	475,145	922,512	(885,007)	(218,000)	(1,103,007)	0	294,650

### 13 Capital Commitments

There were no capital commitments at 31 March 2025 (2024 NIL)

### 14 Related Party Transactions

Income	2025	2024
	£	£
Citizens Advice Essex	270,846	168,735
	<u>270,846</u>	<u>168,735</u>
Expenditure		
Citizens Advice Essex	250	250
	<u>250</u>	<u>250</u>

At 31 March 2025 there was no balance due to or from Citizens Advice Essex.

# Chelmsford Citizens Advice Bureau

## Reports and Financial Statements 2025

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### 15 Pension Contribution

The Chelmsford Citizens Advice Bureau participates in a defined benefit scheme based on final pensionable pay operated by Essex County Council. The assets of the scheme are held separately from those of the charity. The contributions are determined by independent qualified actuaries on the basis of triennial valuations using the projected unit method. Currently there is one employee within the scheme, with employer contributions of 0%.

The most recent full actuarial valuation was at 31 March 2023 and has specified the employer rates applicable for the three years from 1 April 2020. To assess the value of the charity's liabilities, the value of the liabilities calculated for the funding valuation at 31 March 2023 have been rolled forward allowing for the different financial assumptions required under FRS 102. To calculate the asset share the assets have been rolled forward allowing for investment returns, contributions paid into and estimated benefits from the Fund by and in respect of the charity and its employees. The assumptions that have the most significant effect on the results of the valuation are those regarding the rate of return on investments and the rate of increase in salaries and pensions. It was assumed that the discount rate would be 5.70 % per annum, that salary increases would be 3.90 % per annum and that pension increases would be 2.90 % per annum.

Assets	2025	2025	2024	2024
	£'000	%	£'000	%
Equities	452	55	437	56
Gilts	13	2	14	2
Other bonds	67	8	0	0
Property	16	2	54	7
Cash/temporary investments	125	15	19	2
Alternative assets	153	18	120	15
Other managed funds			144	18
<b>Total</b>	<b>826</b>	<b>100</b>	<b>788</b>	<b>100</b>

# Chelmsford Citizens Advice Bureau

## Reports and Financial Statements 2025

<b>Asset reconciliation</b>	<b>2025</b>	<b>2024</b>	<b>2023</b>
	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>
<b>Opening fair value of Fund assets</b>	788	704	689
Interest on assets	38	34	18
Returns on assets less interest	2	52	(16)
Other actuarial gains /(losses)	-	-	(4)
Administration expenses	-	-	-
Contribution by employer	-	-	19
Contributions by scheme participants	8	7	6
Estimated benefits paid	(10)	(9)	(8)
<b>Closing fair value of fund assets</b>	<b>826</b>	<b>788</b>	<b>704</b>
<b>Defined benefit obligation reconciliation</b>			
Opening defined benefit obligation	501	466	597
Current service cost	21	20	30
Interest cost	24	22	15
Change in financial assumptions	(56)	0	(188)
Change in demographic assumptions		(6)	(17)
Experience gains/(loss) on def. benefit obligations		1	31
Estimated benefits paid	(10)	(9)	(8)
Past service costs, including curtailments			
Contributions by Scheme participants	8	7	6
<b>Closing defined benefit obligations</b>	<b>488</b>	<b>501</b>	<b>466</b>
<b>Remeasurements in other income</b>			
Return on Fund assets in excess of interest	2	52	(16)
Other actuarial gains/(losses) on assets	-	-	(4)
Change in financial assumptions	56	-	188
Change in demographic assumptions	-	6	17
Experience gains/(loss) on def. benefit obligations	-	(1)	(31)
changes in effect of asset ceiling	(39)	(267)	
<b>Remeasurement of net assets/(defined liability)</b>	<b>19</b>	<b>(210)</b>	<b>154</b>



# Chelmsford Citizens Advice Bureau

## Reports and Financial Statements 2025

### Value of scheme assets and liabilities

	2025 £'000	2024 £'000	2023 £'000
Value of scheme assets and liabilities			
Fair value of Fund assets	826	788	704
Present value of defined benefit obligation	(488)	(501)	(466)
changes in effect of asset ceiling	(319)	(267)	
Net pension scheme asset ( liability)	19	20	238

### Amounts recognised in SOFA for the year to 31 March 2025

Service cost	21	20	30
Net interest on deferred liability	(1)	(12)	(3)
	20	8	27

Less Employer contribution	Nil	Nil	(19)
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FRS 102 disclosures are not on the same basis as the triennial actuarial review of the pension fund valuation and the two are for different purposes. FRS 102 is a one-off assessment at the year-end for accounting disclosure purposes. The FRS 102 calculations are more prescriptive. At the current time they emphasise the liabilities and produce a balance sheet position worse than the triennial valuation position.

## 16 Contingent Liabilities

There is a current employment tribunal case ongoing against the company. The case is in progress and the current timetable of hearings is not confirmed. The directors believe that there will be no liability once the final hearing has been completed.

HM Government has proposed local government will be replaced by Unitary Authorities from April 2027. Submission on the proposed structure and land boundaries have been submitted to HM Government from interested parties. This may result in changes to the way clients are supported by Citizens Advice throughout Essex and could result in changes to the numbers and structure of Local Citizens Advice in Essex.

## 17 Ultimate Controlling Party

The charitable company is managed by its trustees/directors and has no ultimate controlling party.

## 18 Prior period adjustment

	31 March 2024 £
Funds as reported – affected by restatement	294,650

### Notes to restatement

A prior period adjustment has been made relating to the derecognition of a liability provision. The adjustment decreased creditors by £30,852 and increased overall funds by £30,852.