

Company registration number: 04740511

Charity registration number: 1099145

# Citizens Advice Lincoln & Lindsey

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2025

Citizens Advice Lincoln & Lindsey

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## **Citizens Advice Lincoln & Lindsey**

### **Reference and Administrative Details**

<b>Chair of Trustees</b>	Joy Hamilton Clews
<b>Trustees</b>	Joy Hamilton Clews Catherine Connell, Treasurer Lynda Jean Crosby Martyn Robert Heathcote Simon McCaffrey Shiv Nand Malcolm David Mitchell (appointed 20/08/25 & resigned 08/10/25) Maniram Arumugam Vasuki (appointed 20/08/25)
<b>Senior Management / Leadership Team</b>	Jenny Barnett, Chief Officer Paul Burrows, Operations Manager Thomas Hutchesson, Service Delivery Manager
<b>Charity Registration Number</b>	1099145
<b>Company Registration Number</b>	04740511
<b>Registered Office</b>	Guildhall Marshall's Yard Gainsborough Lincolnshire DN21 2NA
<b>Auditor</b>	Forrester Boyd Robson Limited Waynflete House 139 Eastgate Louth Lincolnshire LN11 9QQ
<b>Bankers</b>	Lloyds Bank Lumley Road Skegness Lincolnshire PE25 3LP

## **Citizens Advice Lincoln & Lindsey**

### **Trustees' Report**

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements and auditors' report of the charitable company for the year ended 31 March 2025.

#### **Objectives and activities**

##### ***Objects and aims***

The charity's objects 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 Lincoln, East Lindsey and West Lindsey and surrounding areas.

##### ***Public benefit***

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

When reviewing the charity's objectives and aims, and in planning future activities, the trustees have considered the Charity Commission's general guidance on public benefit.

#### **Achievements and performance**

During the year, through generalist advice services, locally and nationally delivered projects including both restricted and unrestricted projects, more than 7,000 local clients in Lincoln, East and West Lindsey were helped with more than 36,000 issues.

Overall as a service we helped more than 36,000 clients with almost 85,000 issues in our generalist services and through our projects and we achieved £14,782,931 in financial outcomes for clients.

A further 3,700 client contacts were made where clients required information or a referral to an external organisation. In addition, in our consumer service we helped with more than 39,000 consumer enquiries.

For information on restricted funded projects please see 'Note 18' on the accounts.

#### **Research and Campaigns**

During the financial year the charity submitted a range of research and campaign issues to national Citizens Advice. A key focus was around the cost of living crisis. Citizens Advice collects evidence of clients' problems and uses this to campaign for change in national and local policies and services. Citizens Advice has a key role in speaking up for clients, raising issues brought into the service, contributing to public debate and informing legislation.

#### **Equality and Diversity**

The charity is committed to providing a supportive and inclusive culture for:

- All those who need their services
- Staff and volunteers
- Stakeholders

The charity recognises the positive value of diversity, promoting equality and fairness, and challenging discrimination. Client, staff and trustee profiles are monitored to ensure that services reflect the community and the charity aims to ensure services are accessible to all.

#### **Financial review**

The results for the year and the financial position of the charitable company are shown in the annexed financial statements.

Citizens Advice Lincoln & Lindsey has benefited from financial support from County, District, Town Councils and Charities during the year and has been successful in securing project funding and opening up other avenues of funding from new sources. Thanks go to all funders for their continued support.

## **Citizens Advice Lincoln & Lindsey**

### **Trustees' Report**

#### ***Investment policy and objectives***

Under the Memorandum and Articles of Association, the charity has the power to make and hold investments using general funds of the company

#### ***Reserves policy***

Citizens Advice charities need robust financial risk management policies as the majority of income and funding streams are on a 12-month, short term basis. This means that each local Citizens Advice has a continuation fund in the event of a catastrophic loss of funding to enable the organisation to restructure, manage staffing if necessary in order to ensure the sustainability of the service.

The Charity Commission states that registered charities should keep money aside as a reserve to protect against drops in income or allow it to take advantage of new opportunities. A Charity's reserves can be spent on any of its aims and objectives.

With this in mind, the trustees have considered the level of reserves that the charity should have. The trustees feel it is prudent to hold between six and twelve months operating costs in reserves. We calculate our reserves based on total Unrestricted Funds less Unrestricted Fixed Assets.

Based on the 2025/26 projected budget expenditure the reserves required to meet the policy would equate to between £1,676,959 and £3,353,919. Our actual Unrestricted funds freely available our 'Free Reserves' at 31st March 2025 were £1,849,736 (note 19). The trustees are satisfied with this position.

#### ***Fundraising standards information***

The charity had no significant fundraising activities this year.

#### **Priorities and plans for future periods**

The Charity's strategic priorities over the next two years:

- Provide Advice for the Future

Be there for people when they need us in the ways that help make the biggest impact

- Close the Gap

End the disparities in access and experience for marginalised group

- Take Early Action

Prevent more people reaching crisis point by addressing problems earlier

#### **Structure, governance and management**

##### ***Governing document***

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

Citizens Advice Lincoln & Lindsey is a company limited by guarantee governed by its Memorandum and Articles of Association dated 22nd April 2003, as amended 21st March 2018 and 21st September 2023. It is registered as a charity with the Charity Commission. The members of the company have agreed to contribute £1 each in the event of the charity winding up.

The trustees are responsible for ensuring risks are managed effectively. Major risks are reviewed and systems and/or procedures established to manage those risks with a 'lessons learnt' approach. The risk management arrangements include but are not limited to a risk management strategy, a comprehensive business continuity plan and robust performance and quality management, financial management, information risk management, ICT management, health & safety and premises management.

## **Citizens Advice Lincoln & Lindsey**

### **Trustees' Report**

#### ***Recruitment and appointment of trustees***

The directors of the company are also charity trustees for the purpose of charity law and under the company's Articles and may be co-opted during the year and/or elected at the Annual General Meeting.

The Trustee Board has regard to the requirement for any specialist skills when considering new trustees. In an effort to maintain a broad skill mix, members of the Trustee Board are requested to provide a list of their skills and in the event of particular skills being lost due to retirement or resignation a recruitment process is launched and individuals with the required skills are invited to apply for the position of trustee.

#### ***Induction and training of trustees***

New trustees are invited and encouraged to attend a short training programme to familiarise themselves with the charity and the context within which it operates.

This covers:

- Induction, ethos and history of Citizens Advice.
- The obligations of trustees.
- The main documents which set out the operational framework for the charity, including the Memorandum and Articles of Association and the Membership Standards operated by Citizens Advice including those for quality assurance.
- Financial resources and the current financial position as set out in the latest published accounts and the latest management accounts.
- Future plans and objectives of the charity.

#### ***Arrangements for setting key management personnel remuneration***

The trustees set the pay policy which sets out pay and conditions for key management and employees. The trustees are committed to ensuring the pay system operates as effectively, efficiently and as equitably as possible.

#### ***Organisational structure***

The Charity's trustees' meet a minimum of four times a year and are responsible for determining the strategic direction of the charity and that the charity is compliant with company law, charity legislation and Citizens Advice Membership Standards.

The Trustee Board delegates the day-to-day responsibility for the operational aspects of the charity to the Chief Officer who ensures that the charity delivers the services specified and that key performance indicators are met.

#### ***Board review***

The Trustee Board appraises and reviews its own performance and that of individual trustees, including the Chair. Such evaluation typically considers the Board's balance of:

- Skills, knowledge and experience including lived experience
- Attendance at and participation in meetings
- Its diversity in the widest sense
- How the Board works together
- Influencing on behalf of the charity
- Other factors relevant to its effectiveness

#### ***Statement of internal control***

The Trustee Board oversees the security of all personal information of clients, staff, funders and strategic partners that is processed. The charity holds joint responsibility for client data that is held in the case management system with the national Citizens Advice Service. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements of the General Data Protection Regulation and Data Protection Act 2018.

## Citizens Advice Lincoln & Lindsey

### Trustees' Report

#### Disclosure of information to auditor

Each trustee has taken steps that they ought to have taken as a trustee in order to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information. The trustees confirm that there is no relevant information that they know of and of which they know the auditor is unaware.

The annual report was approved by the trustees of the charity on 17 November 2025 and signed on its behalf by:

Signed by:



8021877963BE45F.....  
Joy Hamilton Clews  
Chair of Trustees

## Citizens Advice Lincoln & Lindsey

### Statement of Trustees' Responsibilities

The trustees (who are also the directors of Citizens Advice Lincoln & Lindsey for the purposes 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), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

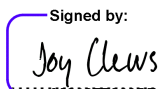
Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including its income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 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 charitable company will continue in business.

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

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

Approved by the trustees of the charity on 17 November 2025 and signed on its behalf by:

Signed by:  
  
.....  
3021877963BE45F.....  
Joy Hamilton Clews  
Chair of Trustees



## **Citizens Advice Lincoln & Lindsey**

### **Independent Auditor's Report to the Members of Citizens Advice Lincoln & Lindsey**

#### **Opinion**

We have audited the financial statements of Citizens Advice Lincoln & Lindsey (the 'charity') for the year ended 31 March 2025, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

#### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor 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 original financial statements were authorised for issue.

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

#### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. 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.

## **Citizens Advice Lincoln & Lindsey**

### **Independent Auditor's Report to the Members of Citizens Advice Lincoln & Lindsey**

#### **Opinion on other matter prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

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

In the light of our knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

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

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

#### **Responsibilities of trustees**

As explained more fully in the Statement of Trustees' Responsibilities (set out on page 6), the trustees 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 charity or to cease operations, or have no realistic alternative but to do so.

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

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

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

- Discussions with management, including consideration of known or suspected instances of non-compliance held.
- Challenging assumptions and judgements made within significant accounting estimates and judgements such as depreciation
- Testing of income, bank, purchases and payroll, systems and controls and providing conclusions on the regularity of samples chosen.
- Identification of key laws and regulations central to the operations and review of compliance with such laws and correspondence with solicitors to identify any on-going litigation.
- Testing of journal entries and potential override of systems

## Citizens Advice Lincoln & Lindsey

### Independent Auditor's Report to the Members of Citizens Advice Lincoln & Lindsey

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 statement or non-compliance with regulations. 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: [www.frc.org.uk/auditorsresponsibilities](http://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 charitable company's trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the 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 charitable company and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

DocuSigned by:  
  
.....8F0588D7A3524485.....

Adam Millson (Senior Statutory Auditor)

For and on behalf of Forrester Boyd Robson Limited, Statutory Auditor

Waynflete House  
139 Eastgate  
Louth  
Lincolnshire  
LN11 9QQ

17 November 2025

## Citizens Advice Lincoln & Lindsey

### Statement of Financial Activities for the Year Ended 31 March 2025 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2025 £
<b>Income and Endowments from:</b>				
Donations and legacies	3	60,511	-	60,511
Charitable activities	4	1,416,563	1,401,091	2,817,654
Investment income	5	50,216	-	50,216
Total income		<u>1,527,290</u>	<u>1,401,091</u>	<u>2,928,381</u>
<b>Expenditure on:</b>				
Charitable activities	6	<u>(1,333,690)</u>	<u>(1,342,349)</u>	<u>(2,676,039)</u>
Total expenditure		<u>(1,333,690)</u>	<u>(1,342,349)</u>	<u>(2,676,039)</u>
Net income		193,600	58,742	252,342
Transfers between funds		<u>42,739</u>	<u>(42,739)</u>	<u>-</u>
Net movement in funds		236,339	16,003	252,342
<b>Reconciliation of funds</b>				
Total funds brought forward		<u>1,688,397</u>	<u>170,095</u>	<u>1,858,492</u>
Total funds carried forward	18	<u>1,924,736</u>	<u>186,098</u>	<u>2,110,834</u>
	Note	Unrestricted funds £	Restricted funds £	Total 2024 £
<b>Income and Endowments from:</b>				
Donations and legacies	3	50,538	-	50,538
Charitable activities	4	1,197,085	1,327,956	2,525,041
Investment income	5	33,624	-	33,624
Total income		<u>1,281,247</u>	<u>1,327,956</u>	<u>2,609,203</u>
<b>Expenditure on:</b>				
Charitable activities	6	<u>(1,045,794)</u>	<u>(1,306,741)</u>	<u>(2,352,535)</u>
Total expenditure		<u>(1,045,794)</u>	<u>(1,306,741)</u>	<u>(2,352,535)</u>
Net income		235,453	21,215	256,668
Transfers between funds		<u>125,672</u>	<u>(125,672)</u>	<u>-</u>
Net movement in funds		361,125	(104,457)	256,668
<b>Reconciliation of funds</b>				
Total funds brought forward		<u>1,327,272</u>	<u>274,552</u>	<u>1,601,824</u>
Total funds carried forward	18	<u>1,688,397</u>	<u>170,095</u>	<u>1,858,492</u>

All of the charity's activities derive from continuing operations during the above two periods.

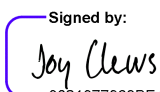
The funds breakdown for 2024 is shown in note 18.

The notes on pages 13 to 25 form an integral part of these financial statements.

**Citizens Advice Lincoln & Lindsey****(Registration number: 04740511)  
Balance Sheet as at 31 March 2025**

	Note	2025 £	2024 £
<b>Fixed assets</b>			
Tangible assets	11	117,380	121,359
Investment property	12	<u>75,000</u>	<u>75,000</u>
		<u>192,380</u>	<u>196,359</u>
<b>Current assets</b>			
Debtors	13	178,871	299,651
Cash at bank and in hand	14	<u>1,903,128</u>	<u>1,566,960</u>
		2,081,999	1,866,611
<b>Creditors: Amounts falling due within one year</b>	15	<u>(163,545)</u>	<u>(204,478)</u>
<b>Net current assets</b>		<u>1,918,454</u>	<u>1,662,133</u>
<b>Net assets</b>		<u>2,110,834</u>	<u>1,858,492</u>
<b>Funds of the charity:</b>			
<b>Restricted income funds</b>			
Restricted funds		186,098	170,095
<b>Unrestricted income funds</b>			
Unrestricted funds		<u>1,924,736</u>	<u>1,688,397</u>
<b>Total funds</b>	18	<u>2,110,834</u>	<u>1,858,492</u>

The financial statements on pages 10 to 25 were approved by the trustees, and authorised for issue on 17 November 2025 and signed on their behalf by:

Signed by:  
  
 8021877963BE45F.....  
 Joy Hamilton Clews  
 Chair of Trustees

The notes on pages 13 to 25 form an integral part of these financial statements.

## Citizens Advice Lincoln & Lindsey

### Statement of Cash Flows for the Year Ended 31 March 2025

	Note	2025 £	2024 £
<b>Cash flows from operating activities</b>			
Net cash income		252,342	256,668
<b>Adjustments to cash flows from non-cash items</b>			
Depreciation	11	3,979	3,978
Investment income	5	<u>(50,216)</u>	<u>(33,624)</u>
		206,105	227,022
<b>Working capital adjustments</b>			
Decrease/(increase) in debtors	13	120,780	(186,966)
(Decrease)/increase in creditors	15	<u>(40,933)</u>	<u>94,760</u>
Net cash flows from operating activities		285,952	134,816
<b>Cash flows from investing activities</b>			
Interest receivable and similar income	5	<u>50,216</u>	<u>33,624</u>
Net increase in cash and cash equivalents		336,168	168,440
Cash and cash equivalents at 1 April		<u>1,566,960</u>	<u>1,398,520</u>
Cash and cash equivalents at 31 March		<u><u>1,903,128</u></u>	<u><u>1,566,960</u></u>

All of the cash flows are derived from continuing operations during the above two periods.

## **Citizens Advice Lincoln & Lindsey**

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

#### **1 Charity status**

The charity is limited by guarantee, incorporated in , and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office is:

Guildhall  
Marshall's Yard  
Gainsborough  
Lincolnshire  
DN21 2NA

These financial statements cover the individual entity, Citizens Advice Lincoln & Lindsey.

#### **2 Accounting policies**

##### **Summary of significant accounting policies and key accounting estimates**

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

##### **Statement of compliance**

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)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

##### **Basis of preparation**

Citizens Advice Lincoln & Lindsey 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.

##### **Going concern**

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

##### **Income and endowments**

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

##### **Donations and legacies**

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

## Citizens Advice Lincoln & Lindsey

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

#### Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

#### Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

#### Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

#### Tangible fixed assets

Individual fixed assets costing £2,000.00 or more are initially recorded at cost.

#### Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Freehold property and property improvements	2% straight line
Fixtures and fittings	33% straight line
Computer equipment	33% straight line

#### Investment properties

Investment property is carried at fair value, derived from the current market prices for comparable real estate determined annually by external valuers. The valuers use observable market prices, adjusted if necessary for any difference in the nature, location or condition of the specific asset. Changes in fair value are recognised in profit or loss.

#### Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

#### Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.



## **Citizens Advice Lincoln & Lindsey**

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

#### **Trade creditors**

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

#### **Fund structure**

Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

#### **Pensions and other post retirement obligations**

The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

## Citizens Advice Lincoln & Lindsey

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

#### 3 Income from donations and legacies

	Unrestricted funds General £	Total 2025 £	Total 2024 £
Donations and legacies;			
Donations from individuals	16,591	16,591	6,618
Gifts in kind	43,920	43,920	43,920
	<u>60,511</u>	<u>60,511</u>	<u>50,538</u>

#### 4 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2025 £	Total 2024 £
Citizens Advice Lincolnshire	135,018	-	135,018	127,136
East Lindsey District Council	61,200	-	61,200	61,200
West Lindsey District Council	60,200	-	60,200	60,200
Consumer Services Funding	-	386,514	386,514	367,431
Trussell Trust/Help through Hardship	-	289,159	289,159	338,484
Universal Credit Help to Claim	-	191,016	191,016	135,178
NHS Lincolnshire - Winter Pressures	-	7,678	7,678	-
East Midlands Money Advice	-	135,484	135,484	133,183
ELDC Homelessness Prevention	-	20,000	20,000	20,000
ELDC Financial First Aid	-	28,404	28,404	26,387
Advice in Mablethorpe & Sutton on Sea	-	7,617	7,617	19,831
Birchwood Community Grant	-	40,607	40,607	-
Advice in Withern, Theddlethorpe and Mablethorpe	-	39,924	39,924	-
Energy Advice Programme	28,335	-	28,335	23,800
Money & Pension Service National Call Centre	985,720	-	985,720	922,749
Pension Wise	-	61,970	61,970	68,043
Acts Trust	-	44,906	44,906	41,198
The National Lottery Community Fund	-	39,880	39,880	78,714
Cadent Energy	-	46,173	46,173	39,575
Cadent Energy - Warm Spaces	141,090	-	141,090	-
Armed Forces	-	-	-	2,000
Citizens Advice Energy Casework	-	34,630	34,630	11,543
ELDC - Household Support Fund	5,000	-	5,000	-
WLDC - Household Support Fund	-	11,000	11,000	-
Citizens Advice CSDF Remote	-	10,375	10,375	31,125
Debt Mod. Fund	-	922	922	12,431
PCN	-	4,832	4,832	4,833
	<u>1,416,563</u>	<u>1,401,091</u>	<u>2,817,654</u>	<u>2,525,041</u>

## Citizens Advice Lincoln & Lindsey

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

#### 5 Investment income

	Unrestricted funds General £	Total 2025 £	Total 2024 £
Interest receivable and similar income;			
Interest receivable on bank deposits	39,216	39,216	21,395
Income from rents	11,000	11,000	12,229
	<u>50,216</u>	<u>50,216</u>	<u>33,624</u>

#### 6 Expenditure on charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2025 £
Wages and salaries	1,059,085	1,147,321	2,206,406
Other staff and volunteer costs	14,183	18,143	32,326
Premises costs	63,851	72,874	136,725
Office costs	26,855	8,798	35,653
Communications	23,008	12,745	35,753
IT	19,266	25,268	44,534
Trustee expenses	125	136	261
General expenses	263	32	295
Consultancy fees	122,545	47,910	170,455
Bank charges	1,145	139	1,284
Depreciation	-	3,979	3,979
Audit	3,283	3,589	6,872
Other governance	81	1,415	1,496
	<u>1,333,690</u>	<u>1,342,349</u>	<u>2,676,039</u>

## Citizens Advice Lincoln & Lindsey

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

	Unrestricted funds General £	Restricted funds £	Total 2024 £
Wages and salaries	814,488	1,127,894	1,942,382
Other staff and volunteer costs	13,292	17,418	30,710
Premises costs	60,257	75,477	135,734
Office costs	22,293	8,220	30,513
Communications	22,631	9,892	32,523
IT	16,248	25,980	42,228
Trustee expenses	189	264	453
General expenses	2,268	1,460	3,728
Consultancy fees	90,158	30,742	120,900
Bank charges	161	133	294
Depreciation	-	3,979	3,979
Audit	3,671	5,105	8,776
Other governance	138	177	315
	1,045,794	1,306,741	2,352,535

#### 7 Net incoming/outgoing resources

Net incoming resources for the year include:

	2025 £	2024 £
Audit fees	4,100	4,050
Other non-audit services	2,772	4,726
Depreciation of fixed assets	3,979	3,979

#### 8 Trustees remuneration and expenses

During the year the charity made the following transactions with trustees:

##### **Joy Hamilton Clews**

£123 (2024: £453) of expenses were reimbursed to Joy Hamilton Clews during the year.

##### **Lynda Jean Crosby**

£25 (2024: £Nil) of expenses were reimbursed to Lynda Jean Crosby during the year.

##### **Shiv Nand**

£113 (2024: £Nil) of expenses were reimbursed to Shiv Nand during the year.

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any other benefits from the charity during the year.

## Citizens Advice Lincoln & Lindsey

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

#### 9 Staff costs

The aggregate payroll costs were as follows:

	2025 £	2024 £
<b>Staff costs during the year were:</b>		
Wages and salaries	2,001,611	1,773,933
Social security costs	164,416	132,572
Pension costs	40,379	35,877
	<u>2,206,406</u>	<u>1,942,382</u>

The monthly average number of persons (including senior management / leadership team) employed by the charity during the year expressed as full time equivalents was as follows:

	2025 No	2024 No
Average number of employees	<u>90</u>	<u>85</u>

No employee received emoluments of more than £60,000 during the year.

The total employee benefits of the key management personnel of the charity were £157,354 (2024 - £152,309).

#### 10 Taxation

The charity is a registered charity and is therefore exempt from taxation.

#### 11 Tangible fixed assets

	Land and buildings £	Furniture and equipment £	Computer equipment £	Total £
<b>Cost</b>				
At 1 April 2024	223,431	21,680	46,223	291,334
At 31 March 2025	223,431	21,680	46,223	291,334
<b>Depreciation</b>				
At 1 April 2024	102,072	21,680	46,223	169,975
Charge for the year	3,979	-	-	3,979
At 31 March 2025	106,051	21,680	46,223	173,954
<b>Net book value</b>				
At 31 March 2025	117,380	-	-	117,380
At 31 March 2024	121,359	-	-	121,359

#### 12 Fixed asset investments

	2025 £	2024 £
Investment properties	<u>75,000</u>	<u>75,000</u>

## Citizens Advice Lincoln & Lindsey

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

#### Investment properties

The investment property was valued at £75,000 in October 2021 by an independent and professional valuer. In the opinion of the trustees, the property's fair value at 31st March 2025 was £75,000.

#### 13 Debtors

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Trade debtors	126,480	254,324
Prepayments	22,873	29,723
Accrued income	29,518	15,604
	<u>178,871</u>	<u>299,651</u>

#### 14 Cash and cash equivalents

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Cash at bank	<u>1,903,128</u>	<u>1,566,960</u>

#### 15 Creditors: amounts falling due within one year

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Trade creditors	16,228	32,987
Other taxation and social security	38,998	31,572
VAT grant repayable	38,687	57,974
Other creditors	21,392	43,346
Accruals	48,240	38,599
	<u>163,545</u>	<u>204,478</u>

#### 16 Pension and other schemes

##### Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £40,379 (2024 - £35,877).

#### 17 Commitments

##### Other financial commitments

The total amount of other financial commitments not provided in the financial statements was £171,667 (2024 - £43,487).

## Citizens Advice Lincoln & Lindsey

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

#### 18 Funds

	Balance at 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2025 £
<b>Unrestricted funds</b>					
<b>General</b>					
Unrestricted general funds	1,688,397	1,527,290	(1,333,690)	42,739	1,924,736
<b>Restricted funds</b>					
Freehold property	121,359	-	(3,979)	-	117,380
Consumer Services Funding	-	386,514	(386,514)	-	-
Universal Credit Help to Claim	-	191,016	(191,016)	-	-
Trussell Trust/Help through Hardship	-	289,159	(272,642)	(16,517)	-
NHS Lincolnshire - Winter Pressures	-	7,678	(7,591)	(87)	-
East Midlands Money Advice	-	135,484	(135,484)	-	-
ELDC Homelessness Prevention	-	20,000	(15,925)	(4,075)	-
ELDC Financial First Aid	-	28,404	(19,654)	(8,750)	-
Advice in Mablethorpe and Sutton on Sea	-	7,617	(7,617)	-	-
Birchwood Community Grant	-	40,607	(18,851)	-	21,756
Pension Wise	-	61,970	(61,970)	-	-
Acts Trust	-	44,906	(43,852)	-	1,054
The National Lottery Community Fund	45,490	39,880	(51,779)	-	33,591
Cadent Energy	-	46,173	(41,428)	(4,745)	-
Citizens Advice Energy Casework	3,246	34,630	(31,266)	(6,610)	-
WLDC - Household Support Fund	-	11,000	(11,000)	-	-
Citizens Advice CSDF Remote	-	10,375	(10,375)	-	-
Debt Mod. Fund	-	922	(922)	-	-
PCN	-	4,832	(2,877)	(1,955)	-
Advice in Withern, Theddlethorpe and Mablethorpe	-	39,924	(27,607)	-	12,317
<b>Total restricted funds</b>	<u>170,095</u>	<u>1,401,091</u>	<u>(1,342,349)</u>	<u>(42,739)</u>	<u>186,098</u>
<b>Total funds</b>	<u><u>1,858,492</u></u>	<u><u>2,928,381</u></u>	<u><u>(2,676,039)</u></u>	<u><u>-</u></u>	<u><u>2,110,834</u></u>

## Citizens Advice Lincoln & Lindsey

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

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
<b>Unrestricted funds</b>					
<b>General</b>					
Unrestricted general funds	1,327,272	1,281,247	(1,045,794)	125,672	1,688,397
<b>Restricted</b>					
Freehold property	125,338	-	(3,979)	-	121,359
Consumer Services Funding	83,282	367,431	(352,914)	(97,799)	-
Universal Credit Help to Claim	-	135,178	(135,178)	-	-
Trussell Trust/Help through Hardship	-	338,484	(310,611)	(27,873)	-
East Midlands Money Advice	-	133,183	(133,183)	-	-
ELDC Homelessness Prevention	-	20,000	(20,000)	-	-
ELDC Financial First Aid	-	26,387	(26,387)	-	-
Advice in Mablethorpe and Sutton on Sea	-	19,831	(19,831)	-	-
Pension Wise	-	68,043	(68,043)	-	-
Acts Trust	1,100	41,198	(42,298)	-	-
The National Lottery Community Fund	22,200	78,714	(55,424)	-	45,490
Cadent Energy	3,543	39,575	(43,118)	-	-
Citizens Advice Energy Casework	-	11,543	(8,297)	-	3,246
Citizens Advice CSDF Remote	-	31,125	(31,125)	-	-
Debt Mod. Fund	-	12,431	(12,431)	-	-
PCN	-	4,833	(4,833)	-	-
Cost of Living	30,000	-	(30,000)	-	-
Justice Fund	8,800	-	(8,800)	-	-
Staff Meals	279	-	(279)	-	-
Staff & Volunteer Celebrations	10	-	(10)	-	-
<b>Total restricted funds</b>	<u>274,552</u>	<u>1,327,956</u>	<u>(1,306,741)</u>	<u>(125,672)</u>	<u>170,095</u>
<b>Total funds</b>	<u><u>1,601,824</u></u>	<u><u>2,609,203</u></u>	<u><u>(2,352,535)</u></u>	<u><u>-</u></u>	<u><u>1,858,492</u></u>



## **Citizens Advice Lincoln & Lindsey**

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

The specific purposes for which the funds are to be applied are as follows:

#### **Restricted funds**

##### **Freehold Property**

Restricted funds provided for the acquisition of the freehold property.

##### **Consumer Service Funding**

Provides advice and information to people on contracts for goods and services before, during or after purchase, including legislation or industry regulations and practical guidance.

##### **Help through Hardship (Previously called Trussell Trust)**

Provides help for people who cannot afford food and helps them get a voucher for a local food parcel whilst providing information and advice on the issues that are causing financial hardship.

##### **Universal Credit Help to Claim**

Supports people in the early stages of their Universal Credit claim, from the application, through to first payment including support with gathering evidence for their Universal Credit application

##### **Winter Pressures**

Supports people through the winter to assist with heating costs.

##### **East Midlands Money Advice**

Provides advice and casework to people who have significant debt issues, including help with priority and non-priority debts.

##### **East Lindsey District Council - Homelessness Prevention**

Provides support to local residents with housing issues, including preventing homelessness and assisting those that are homeless to access accommodation.

##### **East Lindsey District Council - Financial First Aid**

Provides support to local residents with navigating their financial recovery from Covid, including but not limited to supporting with welfare benefits, budgeting and income maximisation.

##### **Advice in Mablethorpe and Sutton on Sea**

Provides support for local residents of the LN12 area (Mablethorpe and Sutton on Sea) with advice, including welfare benefits, budgeting and income maximisation.

##### **Birchwood Community Grant**

To support families and children facing financial hardship in the Birchwood ward of Lincoln.

##### **Pension wise**

Provides free, impartial guidance to over 50s who have a UK-based defined contribution pension pot (this could be a personal or workplace pension).

##### **Acts Trust**

Provides welfare benefits advice & casework for people accessing food banks in Lincoln.

##### **The National Lottery Community Fund**

Provides welfare benefits, debt, housing, advice & casework for people accessing community settings in Lincoln.

##### **Cadent Energy**

Provides specialist energy advice and income maximisation to local people in the Lincoln area experiencing fuel poverty.

## Citizens Advice Lincoln & Lindsey

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

#### Citizens Advice Energy Advice

Provides specialist energy advice and income maximisation to local people in the community experiencing fuel poverty.

#### WLDC - Household Support Fund

To support households facing financial hardship.

#### Citizens Advice CSDF - Remote

Funding to increase remote service delivery.

#### Primary Care Network (PCN)

Provides an advice service which contributes to social prescribing within the PCN.

#### Advice in Withern, Theddlethorpe and Mablethorpe

Advice offered to people living in Withern, Theddlethorpe, Mablethorpe including welfare benefits, casework and a focus on day to day living costs

### 19 Analysis of net assets between funds

	<b>Unrestricted funds General £</b>	<b>Restricted funds £</b>	<b>Total funds at 31 March 2025 £</b>
Tangible fixed assets	-	117,380	117,380
Investment property	75,000	-	75,000
Current assets	2,013,281	68,718	2,081,999
Current liabilities	(163,545)	-	(163,545)
Total net assets	<u>1,924,736</u>	<u>186,098</u>	<u>2,110,834</u>
	<b>Unrestricted funds General £</b>	<b>Restricted funds £</b>	<b>Total funds at 31 March 2024 £</b>
Tangible fixed assets	-	121,359	121,359
Investment Property	75,000	-	75,000
Current assets	1,817,875	48,736	1,866,611
Current liabilities	(204,478)	-	(204,478)
Total net assets	<u>1,688,397</u>	<u>170,095</u>	<u>1,858,492</u>

## **Citizens Advice Lincoln & Lindsey**

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

#### **20 Related party transactions**

During the year the charity made the following related party transactions:

##### **Citizens Advice Lincolnshire**

(J Clews is a Trustee of both Citizens Advice Lincolnshire and Citizens Advice Lincoln & Lindsey.)

Citizens Advice Lincolnshire was formed in order to facilitate co-operation between the Citizens Advice Bureaux in the county of Lincolnshire for the purposes of delivering improved, more sustainable services to clients. A business plan was developed and agreed based on the main aims of:

- Developing a strategic direction for Citizens Advice services throughout the county
- Improving relationships with stakeholders
- Securing increased funding
- Coordinating services to ensure that they are effective, efficient and accessible

During the year funding was received totalling £135,018 (2024: £127,136) from Citizens Advice Lincolnshire. At the balance sheet date the amount due to/from Citizens Advice Lincolnshire was £Nil (2024 - £Nil).