

**REGISTERED COMPANY NUMBER: 04770945 (England and Wales)**  
**REGISTERED CHARITY NUMBER: 1099626**

**Report of the Trustees and**  
**Unaudited Financial Statements**  
**for the Year Ended 31 March 2025**  
**for**  
**Citizens Advice Mole Valley**

Bullimores LLP  
Chartered Accountants  
Old Printers Yard  
156 South Street  
Dorking  
Surrey  
RH4 2HF

## **Citizens Advice Mole Valley**

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## **Citizens Advice Mole Valley**

### **Report of the Trustees for the Year Ended 31 March 2025**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

#### **OBJECTIVES AND ACTIVITIES**

##### **Objectives and aims for the Public Benefit**

The objectives of the charity are to provide free, impartial, comprehensive, confidential and professional information, advice, and advocacy services to those that live and work in Mole Valley. The aims and principles of the service are to provide the advice people need for the problems they face; and to improve the policies and practices that affect people's lives.

The trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Trust's aims and objectives and in planning future activities.

Citizens Advice Mole Valley (the charity) carries out these objectives by providing the advice service in the following ways:

- by telephone
- by letter and email
- to personal callers on a drop-in basis
- by face to face appointment

The charity provides free, confidential and impartial advice to everybody regardless of race, gender, sexuality or disability.

#### **STATEMENT OF INTERNAL CONTROL**

The charity's trustee board oversees the information security of all personal information that is processed about our clients, staff, funders and strategic partners. Citizens Advice Mole Valley holds joint responsibility for client data that is held in our 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 UK General Data Protection Regulation and Data Protection Act 2018.

## **Citizens Advice Mole Valley**

### **Report of the Trustees for the Year Ended 31 March 2025**

#### **ACHIEVEMENTS AND PERFORMANCE**

##### **Charitable activities**

The charity continues to provide a high standard of service to all clients and successfully maintains membership of the National Association of Citizens Advice Bureaux (NACAB). Our offices have disabled access to the waiting rooms and interview rooms.

The charity received £120,000 core funding from Mole Valley District Council being the second year of a 3-year funding agreement.

We moved into year 3 of a 5-year grant totalling £355,260 from the National Lottery Community Fund. Grant uplift approval of £35,526 was agreed bringing the total grant amount to £390,786.

We spent the remaining £33,804 from Surrey County Council's No One Left behind initiative.

We received £38,000 from Surrey County Council which awarded grants from the Household Support Fund to all local Citizens Advice offices in Surrey. This grant provided advice and support to all those who live and work in Mole Valley.

A further £10,100 was also awarded from the SCC Household Support Fund to provide telephone advice, including financial capability assessments and benefits checks if appropriate.

Mole Valley District Council awarded grant funding of £10,000 from the UK Shared Prosperity Fund for recruitment and training costs. £6,250 of this was spent in 2024-25.

We received a further £1,948 from Citizens Advice third party funding to enable our participation in a Surrey Adviceline service. The remaining award from 2023-24 together with the new amount of funding of £1,948 meant £20,182 was spent in 2024-25

Grants were also received from:

Alok Agarwal who generously donated his time and expertise in the provision of IT support services.

Dorking Foodbank, Churches Together in Dorking, Leatherhead Lions and Leatherhead United Charities also provided funds to assist clients directly.

Abinger Medieval Fair, Bookham Afternoon Bridge Club, as well as general donations from the public and our clients.

The trustees wish to thank all our funders for their support. Sourcing new and additional funding streams to ensure the long-term sustainability of the charity remains a priority.

Areas of advice covered by the charity include welfare benefits, money advice, employment, housing, personal relationships and consumer issues. Welfare benefits, debt and housing remained the leading areas of enquiry during the period. The charity uses IT based case recording and reporting systems and web-based information systems to help deliver these services.

In the year 2024-25 the charity dealt with 13,899 issues raised by 3,440 clients, an increase over the previous year. Our clients contacted the charity by telephone, emails, letter and by in person visits to our offices and outreach. The service is provided by our staff including around 44 volunteers who are recruited locally and thoroughly trained to provide quality assured advice with an estimated value of volunteering of £334,627.

The trustees would like to offer sincere thanks to all members of the charity's staff and volunteers for their continued support and commitment to the charity's work enabling it to deliver such a high-quality advice service to clients.

## **Citizens Advice Mole Valley**

### **Report of the Trustees for the Year Ended 31 March 2025**

#### **FINANCIAL REVIEW**

##### **Financial position**

Incoming resources in the year 2024-25 were £332,179 (2023-24 £291,719).

A surplus of £34,176 arose in the current year, compared with a surplus of £10,434 in 2023-24. As at 31 March 2025, total reserves were £222,487 of which £110,000 were designated funds, leaving general funds of £112,487.

##### **Principal funding sources**

The trustees extend thanks to Mole Valley District Council for their continued support; for their generous grant to support core funding across a 3-year period (£120,000 each year for the period 2023-2026); and for the provision of rent-free accommodation and support services for the Dorking service.

Thanks also to other grant funders who this year provided a total of £182,964 project funding. In addition, donations, interest, fundraising and related activities raised a further £26,515.

Citizens Advice Mole Valley did not have any borrowings outstanding, either during the financial year or at the balance sheet date.

##### **Reserves policy**

Citizens Advice Mole Valley is dependent on Mole Valley District Council (MVDC) for the provision of the bulk of funding for core operating expenses. The charity also receives income from project grants that contributes significantly towards operating expenses as well as from minor grants and donations. The trustees recognise that the charity is largely dependent upon the grant from MVDC and that this presents a particular risk to the charity's ongoing operation were MVDC forced to cut significantly or terminate the annual grant. As such, the trustees continue to explore initiatives to bring income and expenditure into line each year.

The trustees have carried out a thorough review of the Designated Fund reserves and determined that the amount required at 31 March 2025 to be £110,000 (2024: £110,000) should funding be unexpectedly withdrawn and the charity needs to be wound up. This reflects primarily outstanding contractual lease obligations on the Leatherhead office and operating and staff costs during any wind-up period.

##### **Going concern**

The trustees have not identified any significant material uncertainty which would cast doubt about the ability of the charity to continue as a going concern, subject to continuing receipt of the core grant, and adapting services to changes in funding.

#### **FUTURE PLANS**

The trustees have in place a Strategic Business Plan covering the period 2025-2027. Our strategic priorities aim to ensure continuation of adequate funding and that the charity continues to provide services to meet the needs of the local community (both residential and business), particularly the most vulnerable, and that resources are used efficiently and to best effect for that purpose.

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

##### **Governing document**

Citizens Advice Mole Valley is a registered charity and company limited by guarantee, incorporated on 20 May 2003. The maximum liability of each member is limited to one pound. The activities of the charity are governed by its Memorandum and Articles of Association.

## **Citizens Advice Mole Valley**

### **Report of the Trustees for the Year Ended 31 March 2025**

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

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

Trustees, who are also directors of the company, are appointed in accordance with procedures set out in the charity's Articles, being individuals from the local community able and willing to assist the charity in furthering its objects, in particular the maintenance of the charity as a centre to provide a free, confidential, independent and impartial service, information and counsel.

##### **Trustee induction**

Trustees are given appropriate induction training to enable them to assume their corporate responsibility and to contribute to the strategic direction of the charity.

##### **Organisational structure**

A local Citizens Advice has been providing advice and support to people of the mixed urban/rural area covering North and Mid Surrey including Dorking and Leatherhead, called Mole Valley, for 86 years since 1939.

In its current form, Citizens Advice Mole Valley has been operating for 22 years, serving the people of Leatherhead, Dorking and the surrounding areas. It is an independent, voluntary organisation offering a service that is available by visiting in person or by telephone, email or letter. The charity also participates in a Surrey Adviceline where local Citizens Advice charities pool resources to field telephone enquiries more efficiently.

The charity is staffed predominantly by volunteers who give their time freely and are committed, not only to the provision of the service to the public, but also to a rigorous schedule of training to keep up to date with a constantly changing legislative and regulatory environment. The small team of paid staff manages and administers the charity on a day-to-day basis and ensures that a high-quality service is provided.

The members of the voluntary Board of Trustees are directors of the company and govern the organisation, making overall policy and defining future strategy. They also monitor the work of the charity's management team. A register of members' interests is maintained and reviewed quarterly to ensure there is no potential conflict of interest.

The charity considers that the wider impact of advice is just as important. What is achieved as a result of solving problems and providing support, and maximising income for clients, helps prevent more costly intervention, as well as helping to reduce financial difficulty, promote inclusion and provide a benefit to the wider economy. The charity believes that if problems are left unsolved, there is an impact on the wider community. Working to solve such issues creates considerable value to society.

Citizens Advice facilitates an HM Treasury approved model to evidence the charity's added value. For every £1 invested in the service in 2024-25 the charity generated:

£ 5.04 in savings to government and public services - fiscal benefits

£33.76 in wider economic and social benefits - public value

£19.08 in financial value to clients helped - specific outcomes to individuals

All clients are invited to provide feedback on the service they have received. Feedback across all advice channels evidences high levels of client satisfaction with 80% of clients agreeing it was easy to access the service; 89% of clients felt they were supported in finding a way forward; 73% of clients felt their issue was resolved following advice; and 90% of clients would recommend the service.

## **Citizens Advice Mole Valley**

### **Report of the Trustees for the Year Ended 31 March 2025**

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

##### **Related parties**

Citizens Advice Mole Valley is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which operates a framework for standards of advice and casework management as well as monitoring progress on a regular basis against those standards. However, the actual day-to-day operating procedures are determined locally within the requirements of the national membership requirements.

The charity also works closely with many other local charities and advisory services on behalf of its clients.

Citizens Advice Mole Valley is also an active participant in working co-operatively with other local Citizens Advice in Surrey. The trustees recognise and support the beneficial aspects of collaborative working with other local Citizens Advice members.

##### **Risk management**

The trustees conducted a review of the major risks to which the charity is exposed in the period. Systems are in place to mitigate those risks, including the financial reserves policy. Internal risks are minimised by the implementation of procedures detailed in the Office Manual for authorisation of all transactions and projects, and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the charity's needs.

#### **REFERENCE AND ADMINISTRATIVE DETAILS**

##### **Registered Company number**

04770945 (England and Wales)

##### **Registered Charity number**

1099626

##### **Registered office**

Lyons Court  
Dorking  
Surrey  
RH4 1AB

## **Citizens Advice Mole Valley**

### **Report of the Trustees for the Year Ended 31 March 2025**

#### **Trustees**

	<b>First appointed</b>	<b>Next 3-year anniversary</b>
Mr Alok Agarwal	28 September 2009	29 September 2027
Ms Sarah Marsh	21 March 2022	
Mr Steven Charles Phillips	28 February 2017	28 February 2026
Mr Timothy Richard Prideaux	26 October 2017	Stood down 25 March 2025
Ms Janice Persad	20 July 2020	20 July 2026
Ms Christine Mary Dixon	15 November 2021	
Ms Katharine Saralis	25 July 2023	25 July 2026
Ms Elizabeth Barrett	01 April 2024	01 April 2027
Ms Kristina Kenworthy	01 October 2024	03 September 2027
Ms Nicola Reid	18 February 2025	18 February 2028

#### **Retirement of Trustees**

There was one resignation of a trustee in the year 2024-25, Mr Timothy Prideaux. With his resignation he also stood down as Chair on 25 March 2025.

#### **Trustee Status**

Ms Kristina Kenworthy and Ms Nicola Reid joined the trustee board in the year 2024-25. Mr Alok Agarwal and Ms Christine Dixon had their terms of office renewed at the AGM in November 2024. Ms Sarah Marsh and Ms Christine Dixon stood down as trustees on 6 May 2025. Alison Boyd was appointed as a trustee on 16 April 2025 and resigned on 21 July 2025.

#### **CEO:**

Alison Boyd

#### **Independent Examiner**

Mr Patrick Casey  
Bullimores LLP  
Chartered Accountants  
Old Printers Yard  
156 South Street  
Dorking  
Surrey  
RH4 2HF

#### **Bankers**

HSBC  
54 High Street  
Epsom  
Surrey  
KT19 8DS

#### **EVENTS SINCE THE END OF THE YEAR**

Information relating to events since the end of the year is given in the notes to the financial statements.



**Citizens Advice Mole Valley**

**Report of the Trustees  
for the Year Ended 31 March 2025**

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

Approved by order of the board of trustees on .....11/11/2025..... and signed on its behalf by:



.....  
Mr Steven Charles Phillips - Trustee

**Independent Examiner's Report to the Trustees of  
Citizens Advice Mole Valley**

**Independent examiner's report to the trustees of Citizens Advice Mole Valley ('the Company')**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2025.

**Responsibilities and basis of report**

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

**Independent examiner's statement**

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in Ireland, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

*Pat Casey*

Mr Patrick Casey

Bullimores LLP  
Chartered Accountants  
Old Printers Yard  
156 South Street  
Dorking  
Surrey  
RH4 2HF

Date: *12/11/2025*

**Citizens Advice Mole Valley**

**Statement of Financial Activities  
(Incorporating an Income and Expenditure Account)  
for the Year Ended 31 March 2025**

		Unrestricted funds £	Restricted funds £	31.3.25 Total funds £	31.3.24 Total funds £
	Notes				
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	3	18,380	-	18,380	15,894
<b>Charitable activities</b>	5				
General Advice		122,699	-	122,699	122,553
National Lottery Community Fund		-	74,628	74,628	72,028
Sutton and East Surrey Water		-	-	-	8,695
Surrey County Council		-	33,804	33,804	37,500
Surrey Adviceline		-	20,182	20,182	10,992
Citizens Advice		-	-	-	15,000
UK Shared Prosperity Fund		-	6,250	6,250	-
Surrey County Council Household Support Fund		-	48,100	48,100	-
Investment income	4	8,136	-	8,136	9,057
<b>Total</b>		<u>149,215</u>	<u>182,964</u>	<u>332,179</u>	<u>291,719</u>
<b>EXPENDITURE ON</b>					
<b>Charitable activities</b>	6				
General Advice		115,039	-	115,039	137,070
National Lottery Community Fund		-	74,628	74,628	72,028
Sutton and East Surrey Water		-	-	-	8,695
Surrey County Council		-	33,804	33,804	37,500
Surrey Adviceline		-	20,182	20,182	10,992
Citizens Advice		-	-	-	15,000
UK Shared Prosperity Fund		-	6,250	6,250	-
Surrey County Council Household Support Fund		-	48,100	48,100	-
<b>Total</b>		<u>115,039</u>	<u>182,964</u>	<u>298,003</u>	<u>281,285</u>
<b>NET INCOME</b>		34,176	-	34,176	10,434
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		188,311	-	188,311	177,877
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u>222,487</u>	<u>-</u>	<u>222,487</u>	<u>188,311</u>

The notes form part of these financial statements

**Citizens Advice Mole Valley**

**Balance Sheet  
31 March 2025**

	Notes	Unrestricted funds £	Restricted funds £	31.3.25 Total funds £	31.3.24 Total funds £
<b>CURRENT ASSETS</b>					
Debtors	12	4,250	-	4,250	4,250
Cash at bank and in hand		237,202	-	237,202	247,215
		<u>241,452</u>	<u>-</u>	<u>241,452</u>	<u>251,465</u>
<b>CREDITORS</b>					
Amounts falling due within one year	13	(18,965)	-	(18,965)	(63,154)
		<u>222,487</u>	<u>-</u>	<u>222,487</u>	<u>188,311</u>
<b>NET CURRENT ASSETS</b>					
		<u>222,487</u>	<u>-</u>	<u>222,487</u>	<u>188,311</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>					
		<u>222,487</u>	<u>-</u>	<u>222,487</u>	<u>188,311</u>
<b>NET ASSETS</b>					
		<u>222,487</u>	<u>-</u>	<u>222,487</u>	<u>188,311</u>
<b>FUNDS</b>					
Unrestricted funds:	15				
General fund				112,487	78,311
Designated Fund				110,000	110,000
				<u>222,487</u>	<u>188,311</u>
<b>TOTAL FUNDS</b>					
				<u>222,487</u>	<u>188,311</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2025 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The notes form part of these financial statements

**Citizens Advice Mole Valley**

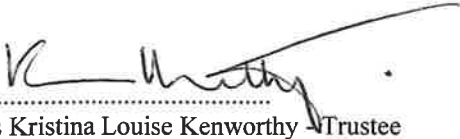
**Balance Sheet - continued**  
**31 March 2025**

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on .....11/11/2025.....  
and were signed on its behalf by:



Mr Steven Charles Phillips - Trustee



Ms Kristina Louise Kenworthy - Trustee

The notes form part of these financial statements

## **Citizens Advice Mole Valley**

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

#### **1. STATUTORY INFORMATION**

The Company is limited by guarantee, registered in England and Wales and also a registered charity. The Charitable Company's registered numbers and registered office address can be found on page 4 in the administrative details of the Trustees report.

#### **2. ACCOUNTING POLICIES**

##### **Basis of preparing the financial statements**

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

##### **Going concern**

Other than reliance on core funding, as mentioned in the Trustees report, there are no material uncertainties about the Company's ability to continue. The trustees have not identified any significant material uncertainty which would cast doubt about the ability of the charity to continue as a going concern, subject to continuing receipt of the core grant, and adapting services to changes in funding.

##### **Financial reporting standard 102 - reduced disclosure exemptions**

The charitable company has taken advantage of the following disclosure exemption in preparing these financial statements, as permitted by FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland':

- the requirements of Section 7 Statement of Cash Flows.

##### **Income**

All incoming resources are included in the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified. Donations and fundraising are recognised in the accounts on receipt. No amounts are included in the accounts for the services donated by volunteers.

IT support services donated during the year by a trustee are included in donations received and expensed in IT support.

Grants have been recognised in the accounts in the period in which they are receivable and are reflected in restricted or unrestricted funds depending on the conditions attached to them.

##### **Expenditure**

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs relating to the category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with use of resources. Management and administration costs are those incurred in connection with the administration of the charity and compliance with constitutional and statutory requirements.

##### **Governance costs**

Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to Independent Examination and legal fees.

##### **Allocation and apportionment of costs**

Overhead and support costs have been allocated between charitable activities on a time basis and are analysed in Notes 7 and 8.

## Citizens Advice Mole Valley

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

#### 2. ACCOUNTING POLICIES - continued

##### **Taxation**

The Company is a registered charity and is exempt from United Kingdom income and corporation tax on its charitable activities. No trading activities are undertaken by the Company.

##### **Fund accounting**

The general fund is an unrestricted fund which is available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which has not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes.

##### **Pension costs and other post-retirement benefits**

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

##### **Donated services**

The offices at Dorking are provided by Mole Valley District Council at a peppercorn rent until October 2026.

#### 3. DONATIONS AND LEGACIES

	Unrestricted funds £	Restricted funds £	31.3.25 Total funds £	31.3.24 Total funds £
Donations	17,162	-	17,162	15,894
Gift aid	1,218	-	1,218	-
	<u>18,380</u>	<u>-</u>	<u>18,380</u>	<u>15,894</u>

#### 4. INVESTMENT INCOME

	Unrestricted funds £	Restricted funds £	31.3.25 Total funds £	31.3.24 Total funds £
Deposit account interest	8,136	-	8,136	9,057
	<u>8,136</u>	<u>-</u>	<u>8,136</u>	<u>9,057</u>

**Citizens Advice Mole Valley**

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

**5. INCOME FROM CHARITABLE ACTIVITIES**

		31.3.25	31.3.24
	Activity	£	£
Grants	General Advice	122,699	122,553
Grants	National Lottery Community Fund	74,628	72,028
Grants	Sutton and East Surrey Water	-	8,695
Grants	Surrey County Council	33,804	37,500
Grants	Surrey Adviceline	20,182	10,992
Grants	Citizens Advice	-	15,000
Grants	UK Shared Prosperity Fund	6,250	-
Grants	Surrey County Council Household Support Fund	48,100	-
		<u>305,663</u>	<u>266,768</u>
Grants received, included in General Advice above, are as follows:		31.03.25	31.03.24
		£	£
	Mole Valley District Council	120,000	120,000
	Other	2,699	2,553
		<u>122,699</u>	<u>122,553</u>

**6. CHARITABLE ACTIVITIES COSTS**

	Direct Costs £	Support costs (see note 7) £	Totals £
General Advice	146,149	(31,110)	115,039
National Lottery Community Fund	50,690	23,938	74,628
Surrey County Council	13,028	20,776	33,804
Surrey Adviceline	11,469	8,713	20,182
UK Shared Prosperity Fund	-	6,250	6,250
Surrey County Council Household Support Fund	2,974	45,126	48,100
	<u>224,310</u>	<u>73,693</u>	<u>298,003</u>



**Citizens Advice Mole Valley**

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

**7. SUPPORT COSTS**

	Management £	Expenses cross charged £	Governance Costs £	Total £
General Advice	60,334	(101,788)	10,344	(31,110)
National Lottery Community Fund	3,015	20,923	-	23,938
Surrey County Council Fund	-	20,776	-	20,776
Surrey Adviceline	-	8,713	-	8,713
UK Share Prosperity Fund	-	6,250	-	6,250
Surrey County Council Household Support Fund	-	45,126	-	45,126
	<u>63,349</u>	<u>-</u>	<u>10,344</u>	<u>73,693</u>

**8. NET INCOME/(EXPENDITURE)**

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

	31.3.25	31.3.24
	£	£
Independent examiners fee	3,546	3,820
Accountancy and payroll services paid to the independent examiner	2,282	1,880
Rental lease payments	<u>17,000</u>	<u>17,000</u>

**9. TRUSTEES' REMUNERATION AND BENEFITS**

None of the trustees received any remuneration or benefits during either the current or the previous year.

**Trustees' expenses**

No trustees' expenses were paid to a trustee during the year to 31 March 2025.

**10. STAFF COSTS**

	31.3.25	31.3.24
	£	£
Wages and salaries	204,655	184,896
Social security costs	8,743	8,398
Other pension costs	<u>3,391</u>	<u>2,934</u>
	<u>216,789</u>	<u>196,228</u>

**Citizens Advice Mole Valley**

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

**10. STAFF COSTS - continued**

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

	31.3.25	31.3.24
Advisors (voluntary)	32	38
Administrative staff (voluntary)	3	6
Trustees (voluntary)	9	8
Staff (paid)	12	14
	<u>56</u>	<u>66</u>

No employees received emoluments in excess of £60,000.

Most individuals worked part time, the full time equivalent of paid and volunteer staff in 2024-25 was 13 staff (2023-24: 15 staff)

**11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted funds £	Restricted funds £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	15,894	-	15,894
<b>Charitable activities</b>			
General Advice	122,553	-	122,553
National Lottery Community Fund	-	72,028	72,028
Sutton and East Surrey Water	-	8,695	8,695
Surrey County Council	-	37,500	37,500
Surrey Adviceline	-	10,992	10,992
Citizens Advice	-	15,000	15,000
Investment income	9,057	-	9,057
<b>Total</b>	<u>147,504</u>	<u>144,215</u>	<u>291,719</u>
<b>EXPENDITURE ON</b>			
<b>Charitable activities</b>			
General Advice	137,070	-	137,070
National Lottery Community Fund	-	72,028	72,028
Sutton and East Surrey Water	-	8,695	8,695
Surrey County Council	-	37,500	37,500
Surrey Adviceline	-	10,992	10,992
Citizens Advice	-	15,000	15,000
<b>Total</b>	<u>137,070</u>	<u>144,215</u>	<u>281,285</u>
<b>NET INCOME</b>	10,434	-	10,434

**Citizens Advice Mole Valley**

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

**11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued**

	Unrestricted funds £	Restricted funds £	Total funds £
<b>RECONCILIATION OF FUNDS</b>			
Total funds brought forward	177,877	-	177,877
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u>188,311</u>	<u>-</u>	<u>188,311</u>

**12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	31.3.25	31.3.24
	£	£
Prepayments and accrued income	4,250	4,250

**13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	31.3.25	31.3.24
	£	£
Trade creditors	615	-
Social security and other taxes	3,680	3,469
Other creditors	3,042	763
Accrued expenses	7,878	4,384
Grants received in advance	3,750	54,538
	<u>18,965</u>	<u>63,154</u>

Grants received in advance include:

Part of an annual grant from Mole Valley District Council totalling £3,750 that will be used in 2025-26.

**14. LEASING AGREEMENTS**

Minimum lease payments under non-cancellable operating leases fall due as follows:

	31.3.25	31.3.24
	£	£
Within one year	19,376	19,376
Between one and five years	5,940	8,316
	<u>25,316</u>	<u>27,692</u>

**Citizens Advice Mole Valley**

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

**15. MOVEMENT IN FUNDS**

	At 1.4.24 £	Net movement in funds £	At 31.3.25 £
<b>Unrestricted funds</b>			
General fund	78,311	34,176	112,487
Designated Fund	110,000	-	110,000
	<u>188,311</u>	<u>34,176</u>	<u>222,487</u>
<b>TOTAL FUNDS</b>	<u>188,311</u>	<u>34,176</u>	<u>222,487</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	149,215	(115,039)	34,176
<b>Restricted funds</b>			
National Lottery Community Fund	74,628	(74,628)	-
Surrey County Council	33,804	(33,804)	-
Surrey Adviceline	20,182	(20,182)	-
UK Shared Prosperity Fund	6,250	(6,250)	-
Surrey County Council Household Support Fund	48,100	(48,100)	-
	<u>182,964</u>	<u>(182,964)</u>	<u>-</u>
<b>TOTAL FUNDS</b>	<u>332,179</u>	<u>(298,003)</u>	<u>34,176</u>

**Comparatives for movement in funds**

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
<b>Unrestricted funds</b>				
General fund	76,377	10,434	(8,500)	78,311
Designated Fund	101,500	-	8,500	110,000
	<u>177,877</u>	<u>10,434</u>	<u>-</u>	<u>188,311</u>
<b>TOTAL FUNDS</b>	<u>177,877</u>	<u>10,434</u>	<u>-</u>	<u>188,311</u>

**Citizens Advice Mole Valley**

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

**15. MOVEMENT IN FUNDS - continued**

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

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	147,504	(137,070)	10,434
<b>Restricted funds</b>			
National Lottery Community Fund	72,028	(72,028)	-
Sutton and East Surrey Water	8,695	(8,695)	-
Surrey County Council	37,500	(37,500)	-
Citizens Advice	15,000	(15,000)	-
Surrey Adviceline	10,992	(10,992)	-
	<u>144,215</u>	<u>(144,215)</u>	<u>-</u>
<b>TOTAL FUNDS</b>	<u>291,719</u>	<u>(281,285)</u>	<u>10,434</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.25 £
<b>Unrestricted funds</b>				
General fund	76,377	44,610	(8,500)	112,487
Designated Fund	101,500	-	8,500	110,000
	<u>177,877</u>	<u>44,610</u>	<u>-</u>	<u>222,487</u>
<b>TOTAL FUNDS</b>	<u>177,877</u>	<u>44,610</u>	<u>-</u>	<u>222,487</u>

**Citizens Advice Mole Valley**

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

**15. MOVEMENT IN FUNDS - continued**

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	296,719	(252,109)	44,610
<b>Restricted funds</b>			
National Lottery Community Fund	146,656	(146,656)	-
Sutton and East Surrey Water	8,695	(8,695)	-
Surrey County Council	71,304	(71,304)	-
Citizens Advice	15,000	(15,000)	-
Surrey Adviceline	31,174	(31,174)	-
UK Shared Prosperity Fund	6,250	(6,250)	-
Surrey County Council Household Support Fund	48,100	(48,100)	-
	<u>327,179</u>	<u>(327,179)</u>	<u>-</u>
<b>TOTAL FUNDS</b>	<u>623,898</u>	<u>(579,288)</u>	<u>44,610</u>

The grant donated by the National Lottery Community Fund provides for debt, welfare benefits and general casework as well as administrative support for the residents of Mole Valley.

**Other Funds**

The designated fund is a provision against redundancy costs and the cost of rent, management and insurance fees and end of lease repairs relating to the Leatherhead office.

**16. RELATED PARTY DISCLOSURES**

During the year Mr Alok Agarwal donated £14,000 (2024 - £13,500) of IT support services.

**17. POST BALANCE SHEET EVENTS**

Surrey County Council awarded grants in 2025-26 from the Household Support Fund to all local Citizens Advice offices in Surrey. Mole Valley received £54,506, £41,250 of which will provide core advice and support to all those who live and work in Mole Valley. The remainder £13,256 will support an adviceline service to all residents of Surrey.

In addition a further grant of £15,167 from Surrey County Council has been awarded to fund a caseworker and outreach service.

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

**18. COMPANY LIMITED BY GUARANTEE**

Every member of the company undertakes to contribute such amount as may be required, not exceeding £1, to the company's assets if it should be wound up while they are a member or within one year after they cease to be a member

- for the payment of the Company's debts and liabilities contracted before they ceased to be a member
- for the costs, charges and expenses of winding up, and
- for the adjustment among themselves of the rights of persons who have contributed to the Company's assets

**19. PUBLIC BENEFIT ENTITY**

Citizens Advice Mole Valley is a public benefit entity.