

CITIZENS ADVICE SEFTON

England & Wales · Charity number 1100450

Details

Other names	CITIZENS ADVICE CROSBY FORMBY AND DISTRICT LTD, CITIZENS ADVICE, SEFTON, CROSBY FORMBY & DISTRICT CAB
Status	Registered
Legal form	Charitable company
Company number	04794809
Registered	2003-11-03
Register	View on the Charity Commission register

Contact

Address Citizens Advice Sefton
297 Knowsley Road
Bootle
Liverpool
Merseyside
L20 5DF

Phone 01512825650

Email admin@seftoncab.org.uk

Website www.seftoncab.org.uk

Activities

Objects: THE CHARITY'S OBJECTS ('OBJECTS') ARE SPECIFICALLY: 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 MERSEYSIDE AND SURROUNDING AREAS

Activities: Our vision is that everyone will be able to access free advice to find a way forward. Our charitable mission is to provide advice that helps people overcome their problems and come together to campaign on big issues when their voices need to be heard.

Classification

- **How:** Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty, Accommodation/housing, Economic/community Development/employment
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, The General Public/mankind

Geography

- **Area of benefit:** THE COMMUNITY IN MERSEYSIDE AND SURROUNDING AREAS
- Knowsley
- Lancashire
- Liverpool City
- Sefton
- Wirral

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,099,300	£1,125,036	£573,102	29
2024-03-31	£1,134,189	£1,115,152	£598,838	27
2023-03-31	£809,052	£883,137	£579,801	22
2022-03-31	£976,540	£987,172	£653,886	28
2021-03-31	£1,097,041	£1,012,748	£664,518	29

Trustees

Name	Role	Appointed
GRAHAM HIGNETT	Chair	
ALISON MOIRA GIBBON		
Catherine Mills		2025-12-10
Daniel Donald Kilroy		2024-11-07
Dominic Timmons-Draude		2025-12-10
Fern Moffatt		2025-12-10
Linda Heap		2020-03-26
Valerie Roberts		2021-05-08

CITIZENS ADVICE SEFTON

England & Wales - Charity number 1100450

Accounts

Charity Registration No. 1100450

Company Registration No. 04794809 (England and Wales)



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

CITIZENS ADVICE SEFTON

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr B Culshaw Ms A M Gibbon Ms L Heap (Treasurer) Mr G Hignett (Chair) Mr D Kilroy Ms V Roberts Ms E Harvey	(Appointed 7 November 2024) (Appointed 10 April 2025)
Secretary	Ms P A Killen	
Charity number (England and Wales)	1100450	
Company number	04794809	
Registered office	297 Knowsley Road Bootle Merseyside L20 5DF	
Auditor	DSG Audit Castle Chambers 43 Castle Street Liverpool L2 9TL	

CITIZENS ADVICE SEFTON

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CITIZENS ADVICE SEFTON

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2025

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

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charitable company's Memorandum and Articles of Association, the Companies Act 2006 and "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

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 Merseyside and surrounding areas.

Aims, objectives, strategies and activities for the year

The aims of Citizens Advice Sefton are to provide advice people need for the problems they face and to improve the policies and practices that affect people's lives. We abide by the principles that the service we offer to the public should be free, independent, confidential, and impartial. We also strive to ensure that as an organisation we value diversity, promote equity and challenge discrimination.

We are here to help people navigate the complexities and challenges of daily life, to address inequality and discrimination and to find a way forward. We do this in multiple ways;

- Providing free, independent, impartial and confidential advice on the issues people face such as lack of income to meet basic needs, rising debt, insecure employment and housing, lack of access to legal aid to challenge benefit decisions and a range of other issues which are often linked such as family breakdown.
- We explore how issues are affecting our clients and identify how they can benefit from other services we offer such as Mind and Money to address financial wellbeing and confidence in the long term.
- Providing energy advice and exploring how to improve energy efficiency and change tariffs.
- We work with local partners to provide holistic support for a client and their family to address health inequalities and child poverty.
- We work alongside local partners such as Foodbanks who provide crisis support, working in the community to maximise income and reduce debt of the people who seek help.
- We work regionally in Sefton, Liverpool, Knowsley, Wirral, St Helens, Halton and Warrington with our Citizen Advice partners and Raise in Liverpool to provide debt advice and support to the public.
- We also work across the Liverpool city region with The Women's Organisation, the 6 Citizen Advice partners, Vauxhall Law Centre and Pennywise to provide a Mind and Money Service aiming to help households within the Liverpool City Region in need of financial and personal resilience, welfare, debt management and confidence building through practical support and advice
- We raise awareness of issues not just through our national organisation Citizens Advice but locally, a good example being working with our local MP Peter Dowd in Bootle to promote the take up of pension credit and running local take up events to maximise income for local constituents.

The people who use our service are diverse with different needs and we aim to be accessible by offering advice and support in a range of different ways

- A drop in and appointment service in our offices in Bootle and Southport
- An appointment outreach service in Maghull Advice Centre
- A telephone helpline (national Adviceline)
- Information links on our website for those with digital access
- Supported or self help access to online services and information through our offices in Bootle and Southport
- On site advice within community venues such as foodbanks and in Netherton in the L30 Community centre.

CITIZENS ADVICE SEFTON

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

- A service within Clock View, a Mersey Care (Mental Health) Trust hospital
- Working with the Mental Health Navigation service providing a referral service for the Community Mental Health team to support people with debt, housing and benefits advice
- A referral service for our partners in Living well Sefton to address the poverty which is impacting on the wellbeing and health of local people.
- Working on site with Sefton at Work to provide a benefits advice service to the people SAW support to improve their employment prospects
- A tribunal representation service for people to give them a voice to challenge benefit decisions which unfairly impact them and for which legal aid is not available.

Public benefit

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charitable company should undertake.

The principal activity of Citizens Advice Sefton is the provision of free, confidential, independent, and impartial advice, information, and counsel for members of the public.

Volunteers

Our volunteers work directly with members of the public offering advice and information on a wide range of issues, they also work behind the scenes on social policy issues gathering evidence on the impact of policies and legislation on the lives of local people and contribute to Citizens Advice data insights nationally.

We have continued to work with the University of Liverpool providing 10 week placements for law students who are an integral part of our volunteer team.

The directors/trustees are also volunteers bringing their expertise and giving their time to ensure sound governance, financial management and strategic direction of the charity.

In 2024/25, thirty-six volunteers were actively engaged throughout the year. We have used the socio-economic value tool created to evaluate charity effectiveness by Bayes Business School to determine that donated time to Citizens Advice in Sefton was worth £254,721 in 2024/25. Volunteers on average work one day per week, a serious commitment to the charity. The value of the time donated is proxied by the average hourly cost of employing a worker in the UK economy (This is a typical approach used in academic and grey literature when valuing volunteers time).

Our volunteers make a positive impact on the lives of local people, and they add social value for society through the advantages and savings associated with having happier, healthier, and more productive members of the community.

Achievements and performance

Significant activities and achievements against objectives

Our volunteers and employees work tirelessly to support the people who need our services. Both volunteers and paid advisers work across a wide range of issues as can be seen in Table 1 below.

We provided advice and assistance to 6,327 clients in 2024/25 which is an increase of more than 500 unique people who sought our help in the previous year. In Citizens Advice we count unique people for a period of time, (in this case 12 months), Table 1 below shows a higher number of clients in the same period and this number reflects multiple issues clients ask for help with. Overall we helped people with 31,305 issues and Table 1 shows the variety of those issues. Benefits remain our highest demand for help and the number of Universal Credit issues our staff and volunteers dealt with rose by 42% during the year. This reflects the impact of the transition from legacy benefits to Universal Credit and this will continue to have an impact into 2025/26.

CITIZENS ADVICE SEFTON

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

The figures for debt are reduced from the previous year but this has little to do with demand and more to do with unfilled vacancies in our specialist team during the earlier part of the year. As partners in GMMAP we were able to refer clients for assistance to other providers in the area. We have since recruited new employees to train as money advisers and the team has returned to full strength. Despite a depleted team we were still able to achieve significant outcomes for clients with debts written off.

The vast majority of our clients seek our help with benefits, debt and increasingly housing issues. Our service is open to all ages and most of our clients are of working age. People who are disabled or have a long term health condition made up 68% of our client profile in 2024/5.

Enquiry Type	Issues	Clients
Benefits & tax credits	12,581	3,052
Benefits Universal Credit	6,433	1,412
Charitable Support & Food Banks	709	420
Consumer goods & services	484	268
Debt	3,643	864
Education	63	40
Employment	556	323
Financial services & capability	470	244
GVA & Hate Crime	35	21
Health & community care	343	213
Housing	2,533	952
Immigration & asylum	443	212
Legal	664	376
Other	199	117
Relationships & family	659	396
Tax	208	136
Travel & transport	434	297
Utilities & communications	848	368
Grand Total	31,305	9,711

Note; This figure reflects people who are helped with more than one category of enquiry and is not the same as the unique client count on page 2.

The Impact of advice

The work of our staff and volunteers resulted in the following financial outcomes for clients

- Income Gain of £7,605,247 (of which £1,051,693 were one off payments)
- Reimbursements £21,526
- Debts written off £1,367,784
- Repayments rescheduled £9,616
- Other financial gains £1,347,331 (of which £38,582 were one off payments)

Much of our work is tangible and measurable but there are other outcomes which are also important, such as reducing stress and anxiety and helping people make a fresh start without the weight of multiple debt reducing their ability to cope. There are also wider community and health benefits such as helping people to prioritise essential bills for example, council tax and bringing money back into the community and helping to reduce health inequalities for local people. We believe that people can address longer term wellbeing and health issues when they get help to mitigate the barriers they face such as financial, employment and housing insecurity.

CITIZENS ADVICE SEFTON

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Financial review

The results for the year and the charity's financial position at the end of the year are shown in the attached financial statements.

Total income for the year ended 31 March 2025 was £1,099,300 (2024: £1,134,189) which included unrestricted income of £279,390 (2024: £289,380) and restricted income of £819,910 (2024: £844,809).

Total expenditure for the financial year was £1,125,036 (2024: £1,115,152) which included unrestricted expenditure of £305,126 (2024: £270,343) and restricted expenditure of £819,910 (2024: £844,809).

The result is a net deficit of £25,736 for the year ended 31 March 2025 (net surplus for 2023/24 of £19,037).

Reserves policy

The general unrestricted funds of the charity at 31 March 2025 were £573,102 (2024: £598,838). There are no restricted funds at the year end. The trustees continue to comply with the policy of being capable of funding 3-6 months working capital requirements. The free reserves of £457,366 meets the minimum target of 3 months expenditure and the trustees consider this level to be sufficient in the short term but they are looking at ways to increase free reserves going forward.

The designated premises reserve at 31 March 2025 was £69,741 (2024: £77,535). These reserves have been designated by the trustees for premises improvements and are being written off over the life of the refurbishments of the new office.

Principal funding sources

Our work is supported by a diverse range of funders and the Directors extend their gratitude to:

Sefton Borough Council for its long term support of our core service enabling Citizens advice Sefton to provide services across the borough.

Living Well Sefton a partnership led by Sefton Council for Voluntary Service and supported by Public Health Sefton MBC.

The Trustees of The Freshfield Foundation who fund Citizens Advice Sefton and Citizens Advice Liverpool to provide tribunal representation and support to people who would otherwise find themselves without access to justice as this works falls outside the scope of the legal aid scheme.

Integrated Care Partnership Merseyside and Cheshire for supporting vital work with a vulnerable client group in Clock View in-patient mental health hospital.

Sefton Mental Health Navigation Service which supports us to actively engage with people who have enduring mental illness and support them to maximise income, reduce debt and advise on a range of social welfare issues.

Money Advice and Pensions Service who fund the Greater Merseyside Money Advice Partnership (GMMAP) which enables Citizens Advice Sefton to deliver money advice services in Sefton.

The Cadent Foundation and L30 Community who support the outreach service in Netherton.

The Trussell Trust and St Leonard's who support the outreach service within the Foodbanks.

Liverpool Combined Authority for funding The Mind and Money programme, a city region partnership led by The Women's Organisation and aimed at providing support, advice and guidance to people impacted by the cost-of-living crisis across the region.

Maghull Town Council for supporting the advice service in the Maghull Advice Centre.

CITIZENS ADVICE SEFTON

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

Sefton At Work for support to provide an outreach benefits advice service

Citizens Advice for the innovation grant to support the development of housing advice.

VOLA for the provision of a grant from the Liverpool City Region UKSPF Digital Connectivity for Community Facilities grant to enable digital access to online services for local people within our offices in Bootle and Southport.

Investment policy

As required in its governing document paragraph 5.11 in furtherance of its objects, and for no other purposes, the charity has the power to invest the monies of the charity not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being imposed or required by law.

Major risks

Citizens Advice Sefton has worked on a risk management exercise. A risk management strategy and risk register are agreed by the board. The trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end Citizens Advice Sefton is continually monitoring and managing the risk and reviewing the risk register to ensure action plans are put in place to mitigate key risks.

Citizens Advice Sefton has adopted the recommended Citizens Advice Information Risk policy. The trustees review any non-compliance with procedures and any data breaches. There were no incidences to report in 2024/25.

Plans for future periods

We remain committed to developing and modernizing our service. We recognise that people will always need face to face advice and we will offer that alongside new ways of working. We are investing in the design of a chatbot service to help people with debts chat in real time about the issues they are facing. This 24 hour service will run alongside our traditional money advice services. The design of a tailored AI-powered chatbot is currently in development and we plan to feature it on our website to enhance access to debt advice services, particularly for neurodivergent individuals and working-age clients impacted by the cost-of-living crisis. The chatbot will offer self-service triage, initial emergency guidance, and signposting—available 24/7. It represents an investment in digital infrastructure that will modernise how people engage with our service, reduce pressure on advice lines, and make support more accessible to those who currently struggle to engage through traditional channels. The project is supported by the Money Advice and Pension Service.

CITIZENS ADVICE SEFTON

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Structure, governance and management

Citizens Advice Sefton is a registered charity and a company limited by guarantee. It is also known and referred to as Sefton CAB.

It is governed by a Memorandum and Articles of Association 2003 as amended on 15th January 2008 and October 2022 and was incorporated under the Companies Act as a private company on 11th June 2003. The changes made in October 2022 have increased the maximum liability of each member to £10.

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

Mr B Culshaw	
Miss L Evans (Co Chair from 08/08/24)	(Resigned 31 January 2025)
Ms A M Gibbon	
Ms L Heap (Treasurer)	
Mr G Hignett (Chair)	
Ms S K Misra (Co-chair to 08/08/24)	(Resigned 30 September 2024)
Mr D Kilroy	(Appointed 7 November 2024)
Ms V Roberts	
Ms E Harvey	(Appointed 10 April 2025)

Recruitment and appointment of trustees

Trustees, who are also Directors of the Company, are elected in accordance with the Memorandum and Articles of Association. An Executive Group made up of Trustees and chaired by the Chair is established to oversee the elections process for Board appointments. A separate process agreed by the Trustee Board is followed for the election of the Chair. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

New Trustees follow a programme of induction into the Citizens Advice service and are issued with an induction pack.

Organisational structure

Citizens Advice Sefton is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of Citizens Advice Sefton and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet at a minimum quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management. A register of Directors' interests is maintained at the registered office and is available to the public.

Remuneration policy

Pay scales for senior staff are benchmarked against similar posts in the Citizens Advice network.

Relationship with related parties

Citizens Advice Sefton is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a quality framework for standards including advice and casework management as well as assessing compliance against these standards. Operating policies are independently determined by the Trustee Board of Citizens Advice Sefton in order to fulfil its charitable objects and comply with the national membership requirements.

The charity also co-operates and liaises with a number of other statutory and voluntary services, local and national charities on behalf of clients. Where one of the Trustees holds the position of Trustee/Director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

CITIZENS ADVICE SEFTON

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

Auditor

In accordance with the company's articles, a resolution proposing that DSG Audit be reappointed as auditor of the company will be put at a General Meeting.

Disclosure of information to auditor

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The trustees' report was approved by the Board of Trustees.

Linda Heap

Ms L Heap (Treasurer)
Trustee

Graham Hignett

Mr G Hignett (Chair)
Trustee

10 December 2025

CITIZENS ADVICE SEFTON

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2025

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

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, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

CITIZENS ADVICE SEFTON

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF CITIZENS ADVICE SEFTON

Opinion

We have audited the financial statements of Citizens Advice Sefton (the 'charitable company') for the year ended 31 March 2025 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The other information comprises the information included in the 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, except to the extent otherwise explicitly stated in our report, 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.

CITIZENS ADVICE SEFTON

INDEPENDENT AUDITOR'S REPORT (CONTINUED) TO THE MEMBERS OF CITIZENS ADVICE SEFTON

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

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

Auditor's responsibilities for the audit of the financial statements

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

Capability of the audit in detecting irregularities, including fraud

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

CITIZENS ADVICE SEFTON

INDEPENDENT AUDITOR'S REPORT (CONTINUED) TO THE MEMBERS OF CITIZENS ADVICE SEFTON

Discussions with and enquiries of management and those charged with governance were held with a view to identifying those laws and regulations that could be expected to have a material impact on the financial statements. During the engagement team briefing, the outcomes of these discussions and enquiries were shared with the team, as well as consideration as to where and how fraud may occur in the entity.

The following laws and regulations were identified as being of significance to the entity:

- Those laws and regulations considered to have a direct effect on the financial statements include UK financial reporting standards, Company Law, Tax and Pensions legislation, and Charity Law.
- Those laws and regulations for which non-compliance may be fundamental to the operating aspects of the charity and therefore may have a material effect on the financial statements include compliance with charitable objectives, public benefit, fundraising regulations, safeguarding and health and safety legislation.

Audit procedures undertaken in response to the potential risks relating to irregularities (which include fraud and non-compliance with laws and regulations) comprised of: inquiries of management and the Trustees as to whether the entity complies with such laws and regulations; enquiries with the same concerning any actual or potential litigation or claims; inspection of relevant legal correspondence; review of Trustee meeting minutes; testing the appropriateness of journal entries; and the performance of analytical review to identify unexpected movements in account balances which may be indicative of fraud.

No instances of material non-compliance were identified. However, the likelihood of detecting irregularities, including fraud, is limited by the inherent difficulty in detecting irregularities, the effectiveness of the entity's controls, and the nature, timing and extent of the audit procedures performed. Irregularities that result from fraud might be inherently more difficult to detect than irregularities that result from error. As explained above, there is an unavoidable risk that material misstatements may not be detected, even though the audit has been planned and performed in accordance with ISAs (UK).

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

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Andrew Moss BA FCA (Senior Statutory Auditor)

For and on behalf of DSG Audit, Statutory Auditor

Chartered Accountants

Castle Chambers

43 Castle Street

Liverpool

L2 9TL

10 December 2025

CITIZENS ADVICE SEFTON

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Income from:							
Donations and legacies	3	3,188	-	3,188	3,380	-	3,380
Charitable activities	4	270,820	819,910	1,090,730	280,676	844,809	1,125,485
Other trading activities	5	2,126	-	2,126	2,249	-	2,249
Investments	6	3,256	-	3,256	3,075	-	3,075
Total income		279,390	819,910	1,099,300	289,380	844,809	1,134,189
Expenditure on:							
Raising funds	7	1,220	-	1,220	1,140	-	1,140
Charitable activities	8	303,906	819,910	1,123,816	269,203	844,809	1,114,012
Total expenditure		305,126	819,910	1,125,036	270,343	844,809	1,115,152
Net (expenditure)/income for the year/ Net movement in funds		(25,736)	-	(25,736)	19,037	-	19,037
Reconciliation of funds							
Fund balances at 1 April 2024		598,838	-	598,838	579,801	-	579,801
Fund balances at 31 March 2025		573,102	-	573,102	598,838	-	598,838

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

CITIZENS ADVICE SEFTON

BALANCE SHEET

AS AT 31 MARCH 2025

		2025		2024	
	Notes	£	£	£	£
Fixed assets					
Tangible assets	14		45,995		46,880
Current assets					
Debtors	15	47,857		29,945	
Cash at bank and in hand		517,039		594,062	
		564,896		624,007	
Creditors: amounts falling due within one year	16	(37,789)		(72,049)	
Net current assets			527,107		551,958
Total assets less current liabilities			573,102		598,838
The funds of the charitable company					
Unrestricted funds	19		573,102		598,838
			573,102		598,838

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

The financial statements were approved by the trustees on 10 December 2025

Linda Heap

Ms L Heap (Treasurer)
Trustee

Graham Hignett

Mr G Hignett (Chair)
Trustee

Company registration number 04794809 (England and Wales)

CITIZENS ADVICE SEFTON

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Cash flows from operating activities					
Cash (absorbed by)/generated from operations	22		(65,675)		57,254
Investing activities					
Purchase of tangible fixed assets		(14,604)		(4,186)	
Investment income received		3,256		3,075	
Net cash used in investing activities			(11,348)		(1,111)
Net cash generated from financing activities			-		-
Net (decrease)/increase in cash and cash equivalents			(77,023)		56,143
Cash and cash equivalents at beginning of year			594,062		537,919
Cash and cash equivalents at end of year			517,039		594,062

CITIZENS ADVICE SEFTON

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

Charity information

Citizens Advice Sefton is a private company limited by guarantee incorporated in England and Wales. The registered office is 297 Knowsley Road, Bootle, Merseyside, L20 5DF.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charitable company's Memorandum and Articles of Association, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019). The charitable company is a Public Benefit Entity as defined by FRS 102.

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

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

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

1.3 Charitable funds

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

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

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

1.4 Incoming resources

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

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

CITIZENS ADVICE SEFTON

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

Grants receivable to finance the bureau's activities are credited to the income and expenditure account in the period to which they relate. Revenue grants received in advance are held as deferred income within creditors in the balance sheet and released to income and expenditure account in the relevant period.

Capital grants are credited to restricted funds when receivable and transferred to unrestricted funds when the asset is purchased. Depreciation on the fixed assets purchased with such grants is charged against unrestricted funds.

Bank interest, donations and the proceeds of fundraising events are credited as income on receipt. Lottery subscriptions are credited in the period to which they relate, with advance payments held in the balance sheet within creditors.

The bureau also benefits enormously from voluntary assistance in carrying out its activities. This voluntary contribution is not included in the financial statements but its value to the bureau has been estimated and is disclosed in the Directors' report.

1.5 Resources expended

All expenditure is accounted for on an accruals basis. Direct staff costs relating to each area of service provision are attributed to the relevant activity. Other costs including general management, finance and administration, together with overhead costs, have been apportioned to the core activities on the basis of their actual or estimated share of resource utilisation, as appropriate.

1.6 Tangible fixed assets

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

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

Leasehold improvements	10% (or life of lease if shorter) Straight Line
Fixtures, fittings & equipment	33.3% Straight Line

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

1.7 Impairment of fixed assets

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

CITIZENS ADVICE SEFTON

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

Recoverable amount is the higher of fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset for which the estimates of future cash flows have not been adjusted.

If the recoverable amount of an asset is estimated to be less than its carrying amount, the carrying amount of the asset is reduced to its recoverable amount. An impairment loss is recognised immediately in income/expenditure for the year, unless the relevant asset is carried at a revalued amount, in which case the impairment loss is treated as a revaluation decrease.

Recognised impairment losses are reversed if, and only if, the reasons for the impairment loss have ceased to apply. Where an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset in prior years. A reversal of an impairment loss is recognised immediately, unless the relevant asset is carried in at a revalued amount, in which case the reversal of the impairment loss is treated as a revaluation increase.

1.8 Cash and cash equivalents

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

1.9 Financial instruments

The charitable company 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 charitable company's balance sheet when the charitable company 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.

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.

Impairment of financial assets

Financial assets, other than those held at fair value through income and expenditure, are assessed for indicators of impairment at each reporting date. Financial assets are impaired where there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, the estimated future cash flows have been affected.

If an asset is impaired, the impairment loss is the difference between the carrying amount and the present value of the estimated cash flows discounted at the asset's original effective interest rate. The impairment loss is recognised in net income/(expenditure) for the year.

If there is a decrease in the impairment loss arising from an event occurring after the impairment was recognised, the impairment is reversed. The reversal is such that the current carrying amount does not exceed what the carrying amount would have been, had the impairment not previously been recognised. The impairment reversal is recognised in net income/(expenditure) for the year.

CITIZENS ADVICE SEFTON

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

Derecognition of financial assets

Financial assets are derecognised only when the contractual rights to the cash flows from the asset expire or are settled, or when the charitable company transfers the financial asset and substantially all the risks and rewards of ownership to another entity, or if some significant risks and rewards of ownership are retained but control of the asset has transferred to another party that is able to sell the asset in its entirety to an unrelated third party.

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.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charitable company's contractual obligations expire or are discharged or cancelled.

1.10 Taxation

The charity benefits from various exemptions from taxation afforded by tax legislation and is not liable to corporation tax on income or gains falling within those exemptions.

1.11 Provisions

Provisions are recognised when the charitable company has a legal or constructive present obligation as a result of a past event, it is probable that the charitable company will be required to settle that obligation and a reliable estimate can be made of the amount of the obligation.

The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at the reporting end date, taking into account the risks and uncertainties surrounding the obligation. Where the effect of the time value of money is material, the amount expected to be required to settle the obligation is recognised at present value. When a provision is measured at present value, the unwinding of the discount is recognised as a finance cost in net income/(expenditure) in the period in which it arises.

1.12 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charitable company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.13 Retirement benefits

The charity offers defined contributions to employees' personal pension funds at the rate of 7% of gross salary and these are charged to expenditure in the period to which they relate.

1.14 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

CITIZENS ADVICE SEFTON

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

2 Critical accounting estimates and judgements

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

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods. The trustees consider that there are no key sources of estimation uncertainty.

3 Donations and legacies

	Unrestricted funds	Unrestricted funds
	2025	2024
	£	£
Donations and gifts	3,188	2,380
Legacies receivable	-	1,000
	<u>3,188</u>	<u>3,380</u>

4 Charitable activities

	2025	2024
	£	£
Services provided under contract	1,090,730	1,125,485
	<u>1,090,730</u>	<u>1,125,485</u>
Analysis by fund		
Unrestricted funds	270,820	280,676
Restricted funds	819,910	844,809
	<u>1,090,730</u>	<u>1,125,485</u>

5 Other trading activities

	Unrestricted funds	Unrestricted funds
	2025	2024
	£	£
Activities for generating funds	2,126	2,249
	<u>2,126</u>	<u>2,249</u>

CITIZENS ADVICE SEFTON

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

6 Investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Interest receivable	3,256	3,075

7 Expenditure on raising funds

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Fundraising and publicity		
Other fundraising costs	1,220	1,140

8 Charitable activities

	2025 £	2024 £
Staff costs	751,335	742,532
Depreciation and impairment	14,250	11,627
Premises costs	63,204	63,247
Telephone	11,385	11,321
Printing, postage and stationery	7,472	7,839
Training and travel	13,231	11,335
Publicity and information	8,194	9,124
Equipment, support and leases	21,567	26,700
Sundry expenses	18,978	17,064
Bank charges	259	340
Partner payments	122,097	122,097
	<u>1,031,972</u>	<u>1,023,226</u>
Share of support costs (see note 9)	78,872	78,457
Share of governance costs (see note 9)	12,972	12,329
	<u>1,123,816</u>	<u>1,114,012</u>
Analysis by fund		
Unrestricted funds	303,906	269,203
Restricted funds	819,910	844,809
	<u>1,123,816</u>	<u>1,114,012</u>

CITIZENS ADVICE SEFTON

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

9 Support costs allocated to activities

	2025	2024
	£	£
Staff costs	65,333	64,568
Depreciation	1,239	1,011
Premises costs	5,496	5,063
Telephone	990	984
Printing, post and stationery	650	682
Training and travel	1,151	986
Publicity and information	712	793
Equipment, support and leases	1,875	2,322
Sundry expenses	1,403	2,021
Bank charges	23	27
Governance costs	12,972	12,329
	<u>91,844</u>	<u>90,786</u>
	<u>91,844</u>	<u>90,786</u>
Analysed between:		
Charitable activities	91,844	90,786

	2025	2024
	£	£
Governance costs comprise:		
Audit fees	10,800	10,200
Payroll fees	2,172	2,129
	<u>12,972</u>	<u>12,329</u>

10 Net movement in funds

	2025	2024
	£	£
The net movement in funds is stated after charging/(crediting):		
Fees payable for the audit of the charity's financial statements	10,800	10,200
Depreciation of owned tangible fixed assets	15,489	12,638

11 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charitable company during the year (2024: £nil).

During the year, the trustees received a total of £nil (2024: £nil) in expenses from the charity.

CITIZENS ADVICE SEFTON

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

12 Employees

The average monthly number of employees during the year was:

	2025	2024
	Number	Number
Direct charitable activities	25	23
Management and administration	4	4
	<hr/>	<hr/>
Total	29	27
	<hr/> <hr/>	<hr/> <hr/>

Employment costs

	2025	2024
	£	£
Wages and salaries	712,042	706,511
Social security costs	58,268	58,224
Other pension costs	46,358	42,365
	<hr/>	<hr/>
	816,668	807,100
	<hr/> <hr/>	<hr/> <hr/>

There were no employees whose annual remuneration was more than £60,000.

Remuneration of key management personnel

The remuneration of key management personnel was as follows:

	2025	2024
	£	£
Aggregate compensation	184,373	200,285
	<hr/> <hr/>	<hr/> <hr/>

13 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

CITIZENS ADVICE SEFTON

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

14 Tangible fixed assets

	Leasehold improvements	Fixtures, fittings & equipment	Total
	£	£	£
Cost			
At 1 April 2024	110,511	33,984	144,495
Additions	-	14,604	14,604
	<hr/>	<hr/>	<hr/>
At 31 March 2025	110,511	48,588	159,099
	<hr/>	<hr/>	<hr/>
Depreciation and impairment			
At 1 April 2024	66,277	31,338	97,615
Depreciation charged in the year	7,794	7,695	15,489
	<hr/>	<hr/>	<hr/>
At 31 March 2025	74,071	39,033	113,104
	<hr/>	<hr/>	<hr/>
Carrying amount			
At 31 March 2025	36,440	9,555	45,995
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>
At 31 March 2024	44,234	2,646	46,880
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

15 Debtors

	2025	2024
	£	£
Amounts falling due within one year:		
Other debtors	4,333	2,821
Prepayments and accrued income	43,524	27,124
	<hr/>	<hr/>
	47,857	29,945
	<hr/> <hr/>	<hr/> <hr/>

16 Creditors: amounts falling due within one year

	2025	2024
	£	£
Other creditors	4,694	4,763
Accruals and deferred income	33,095	67,286
	<hr/>	<hr/>
	37,789	72,049
	<hr/> <hr/>	<hr/> <hr/>

17 Retirement benefit schemes

	2025	2024
	£	£
Defined contribution schemes		
Charge to profit or loss in respect of defined contribution schemes	46,358	42,365
	<hr/> <hr/>	<hr/> <hr/>

The charitable company operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charitable company in an independently administered fund.

CITIZENS ADVICE SEFTON

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

18 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2024 £	Incoming resources £	Resources expended £	At 31 March 2025 £
Living Well Sefton	-	167,000	(167,000)	-
Greater Merseyside Money Advice Project	-	154,937	(154,937)	-
The Mind and Money Programme	-	45,940	(45,940)	-
The Freshfield Foundation	-	205,000	(205,000)	-
Citizens Advice (Housing Advice)	-	36,667	(36,667)	-
Citizens Advice (Energy Advice)	-	148	(148)	-
St Leonard's Foodbank	-	68,826	(68,826)	-
NHS Cheshire and Merseyside Integrated Care Board	-	39,630	(39,630)	-
L30 Community Centre/Cadent North West	-	24,248	(24,248)	-
UKSPF placements	-	22,698	(22,698)	-
Maghull Town Council	-	22,426	(22,426)	-
Sefton at work	-	14,956	(14,956)	-
Vola	-	9,172	(9,172)	-
Mental Health Transformation Fund	-	8,262	(8,262)	-
	-	819,910	(819,910)	-
	-	819,910	(819,910)	-
Previous year:	At 1 April 2023 £	Incoming resources £	Resources expended £	At 31 March 2024 £
Greater Merseyside Money Advice Project	-	201,256	(201,256)	-
The Mind and Money Programme	-	103,849	(103,849)	-
The Freshfield Foundation	-	205,000	(205,000)	-
Citizens Advice (Housing Advice)	-	18,332	(18,332)	-
Citizens Advice (Energy Advice)	-	31,850	(31,850)	-
St Leonard's Foodbank	-	41,881	(41,881)	-
NHS Cheshire and Merseyside Integrated Care Board	-	40,280	(40,280)	-
Advice Skills Academy	-	3,209	(3,209)	-
L30 Community Centre/Cadent North West	-	17,771	(17,771)	-
L30's Millions supported through Big Local Trust	-	6,438	(6,438)	-
Living Well Sefton	-	167,000	(167,000)	-
Other funds	-	7,943	(7,943)	-
	-	844,809	(844,809)	-
	-	844,809	(844,809)	-

CITIZENS ADVICE SEFTON

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

18 Restricted funds

(Continued)

Living Well Sefton - a restricted fund for the provision of both; social welfare advice across Healthy Living Centres, the Living Well Centre and three GP hubs; and health and wellbeing assessments supporting people who may experience stress, anxiety or depression and who are at risk at developing mental health problems.

Greater Merseyside Money Advice Project - a restricted fund for the provision of money advice services.

The **Mind and Money Programme** is a restricted fund for the provision of support for people facing challenges as a result of the cost-of-living crisis through financial resilience support, welfare benefits and money advice as well confidence building. The Financial Resilience programme is led by the Women's Organisation who are responsible to Liverpool City region Combined Authority for delivering the project.

The Freshfield Foundation - a restricted fund for the provision of welfare rights advice with Liverpool Citizens Advice Partnership.

Citizens Advice Housing Advice - a restricted fund for the provision of housing advice for Sefton residents around disrepair, illegal, s.21 and s.8 eviction, homelessness, tenant deposits and tenancy agreements working in partnership with Sefton Councils Housing Commissioner and Housing Options Team and the development of workshop for residents and frontline third and public sector staff and volunteers on housing rights.

Citizens Advice Energy Advice is a restricted fund for one to one energy advice appointments to Sefton residents who are in or at risk of fuel poverty, often vulnerable and may be struggling to pay their bills.

St Leonards Foodbank - a restricted fund for the provision of welfare benefits advice within the foodbank.

NHS Cheshire and Merseyside Integrated Care Board (ICB) - a restricted fund for an NHS standard contract.

Advice Skills Academy - funded as part of a partnership to develop and upskill the workforce for specialist advice services in the Liverpool City Region.

L30 Community Centre - a restricted fund for the provision of welfare benefits advice within the community centre.

L30's Millions is supported through Big Local and administered by Local Trust for the Big Lottery Fund to support an advice outreach session in Netherton until October 2023.

UKSPF Placements

Funding to provide work experience and training for job seekers over a 20-week period to improve confidence and skills for job seekers registered with Sefton at Work.

Maghull Town Council

Funding for the provision of a generalist advice service within Maghull Advice Centre.

Sefton at Work

Funding to provide social welfare law advice within the offices of Sefton at Work to help remove barriers to employment and training.

CITIZENS ADVICE SEFTON

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

18 Restricted funds

(Continued)

VOLA

Funding to improve digital connectivity for people in Southport and Bootle who need assistance to access the internet to engage with services and access support.

Mental Health Transformation Fund

Funding to provide practical support and advice to maximise income and minimise debt to mitigate the effects of the cost-of-living crisis with practical advice and guidance for patients referred by the Community Health and Recovery teams in Sefton.

Other funds include the **Energy Advice Programme** - a restricted fund for the provision of energy advice to advise clients on energy related matters. Also included is **Community Foundation for Lancashire and Merseyside** - a restricted fund to provide face to face welfare benefits advice within Southport Community Centre.

19 Unrestricted funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	At 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2025 £
Designated premises fund	77,535	-	-	(7,794)	69,741
General funds	521,303	279,390	(305,126)	7,794	503,361
	<u>598,838</u>	<u>279,390</u>	<u>(305,126)</u>	<u>-</u>	<u>573,102</u>
Previous year:	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2024 £
Designated premises fund	85,329	-	-	(7,794)	77,535
General funds	494,472	289,380	(270,343)	7,794	521,303
	<u>579,801</u>	<u>289,380</u>	<u>(270,343)</u>	<u>-</u>	<u>598,838</u>

Designated premises fund - these reserves have been designated by the trustees for premises improvements and are being written off over the life of the refurbishments of the new office.

CITIZENS ADVICE SEFTON

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

20 Operating lease commitments

At the reporting end date the charitable company had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2025 £	2024 £
Within one year	58,359	56,835
Between two and five years	113,533	143,445
In over five years	16,000	40,000
	<u>187,892</u>	<u>240,280</u>

21 Related party transactions

There have been related party transactions in accordance with FRS 102. There were transactions between Citizens Advice Sefton and Citizens Advice in relation to membership, insurance and information systems.

There were no other related party transactions in the year.

	2025 £	2024 £
22 Cash (absorbed by)/generated from operations		
(Deficit)/surplus for the year	(25,736)	19,037
Adjustments for:		
Investment income recognised in statement of financial activities	(3,256)	(3,075)
Depreciation and impairment of tangible fixed assets	15,489	12,638
Movements in working capital:		
(Increase) in debtors	(17,912)	(14,139)
(Decrease)/increase in creditors	(34,260)	42,793
Cash (absorbed by)/generated from operations	<u>(65,675)</u>	<u>57,254</u>

23 Analysis of changes in net funds

The charitable company had no material debt during the year.

CITIZENS ADVICE SEFTON

England & Wales - Charity number 1100450

Accounts

Charity Registration No. 1100450

Company Registration No. 04794809 (England and Wales)



CITIZENS ADVICE SEFTON
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

CITIZENS ADVICE SEFTON

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr B Culshaw Miss L Evans (Vice Chair 08/02/24, Co Chair 08/08/24) Ms A M Gibbon (Chair to 08/02/24) Ms L Heap (Treasurer) Mr G Hignett (Co-chair from 08/02/24) Mr D Kilroy Ms V Roberts	(Appointed 7 November 2024)
Secretary	Ms P A Killen	
Charity number	1100450	
Company number	04794809	
Registered office	297 Knowsley Road Bootle Merseyside L20 5DF	
Auditor	DSG Audit Castle Chambers 43 Castle Street Liverpool L2 9TL	

CITIZENS ADVICE SEFTON

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CITIZENS ADVICE SEFTON

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2024

The trustees present their annual report and financial statements for the year ended 31 March 2024.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charitable company's Memorandum and Articles of Association, the Companies Act 2006 and "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

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 Merseyside and surrounding areas.

Aims, objectives, strategies and activities for the year

The aims of Citizens Advice Sefton are to provide advice people need for the problems they face and to improve the policies and practices that affect people's lives. We abide by the principles that the service we offer to the public should be free, independent, confidential, and impartial. We also strive to ensure that as an organisation we value diversity, promote equity and challenge discrimination.

For 85 years we have been part of a Citizens Advice network that has been helping to shape society that is fairer for everyone. People face challenges throughout their lives such as the rising cost of living, relationship breakdown or employment and housing issues for example. We are here to support people to navigate these stressful, complicated, or intimidating problems. We aim to give people the knowledge, support, and confidence they need to find their way forward, whoever they are and whatever their problem.

We offer advice services to people through a range of channels and outlets. People can contact us via the national telephone helpline Adviceline, or through email via our website. During the year we offered face to face advice services at our offices in Southport and Bootle from Monday to Friday. We also work within Clock View, a Mersey Care NHS (Mental Health) Trust hospital. In addition, we work in outreach in South Sefton foodbanks and in the L30 Community centre in Netherton. We also provided a new service at the beginning of the year in the offices of Sefton at Work in the shopping centre in Bootle. We continued to work alongside partners within Living Well Sefton to provide social welfare advice and wellbeing support for people in Sefton supporting the promotion of health and wellbeing in the borough.

Welfare benefits and debt problems continue to dominate the demand, and this is not surprising given that the cost of living is still a very real issue across the UK. We are a partner in the Greater Merseyside Money Advice Partnership and this enables us to provide a money advice service. The support of The Freshfield Foundation enables us to represent clients at tribunals when they need support to challenge decisions.

We don't just provide advice; we support people over a longer period with building personal and financial resilience. The Mind and Money programme is a partnership of multiple agencies in the Liverpool city region designed to respond to the cost-of-living crisis and support people. It is supported by the Liverpool City Region Combined Authority and led by the Women's Organisation in Liverpool. In Sefton, we aim to provide intense support to individuals with a focus on building confidence, maximising income, and reducing debt.

We also provided energy advice through the Citizens Advice Energy Advice Programme a service supported by funding from The National Grid to give one to one advice to people who were in or at risk of fuel poverty and struggling to pay bills. Complementary to this service we offered people information and advice through community events reaching with energy efficiency advice, advice on tariffs, switching and income maximisation. We are grateful to Riverside and the Riverside Foundation Community Fund who funded the provision of goody bags to give away at these events providing practical assistance with energy efficiency.

In December we piloted a new service providing housing advice using innovation funding from Citizens Advice to recruit a dedicated adviser, to begin to address the increase in demand for housing advice.

We repeated the successful campaign work with Bootle MP Peter Dowd to raise awareness of pension credit and encourage constituents to claim the benefit by running community events supported by the MPs office.

CITIZENS ADVICE SEFTON

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Public benefit

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charitable company should undertake.

The principal activity of Citizens Advice Sefton is the provision of free, confidential, independent, and impartial advice, information, and counsel for members of the public.

Contribution of volunteers

The contribution of volunteers cannot be overstated. We are grateful that volunteers take on the challenge of working both directly with members of the public as receptionists or advisers or behind the scenes providing support with administration and technical issues. Volunteers also collate evidence for research and campaigns. Our directors/trustees volunteer their time to the charity to ensure sound governance, financial and strategic direction.

It is challenging to recruit, train and retain the numbers of volunteers we need to meet demand for the service. This is an issue across the network and prompted the national organisation Citizens Advice to commission research with the Centre for Charity Effectiveness at Bayes Business School and Sonnet Advisory and Impact. The research published in 2024 points to the importance of five key principles for enhancing or developing volunteering, and that is that volunteering is most effective when it is balanced, impactful, inclusive, supported and valued. The report found that the contribution of volunteering is substantial and key to the delivery of services.

Our volunteers make a positive impact on the lives of local people, and they add social value for society through the advantages and savings associated with having happier, healthier, and more productive members of the community.

In 2023-4, thirty-eight volunteers were actively engaged throughout the year. We have used the value tool created from the research to evaluate that donated time to Citizens Advice in Sefton was worth £291,110 in 2023-4. Volunteers on average work one day per week, a serious commitment to the charity. The value of the time donated is proxied by the average hourly cost of employing a worker in the UK economy (This is a typical approach used in academic and grey literature when valuing volunteers time).

Volunteers also directly contribute to outcomes from the work we undertake with our clients, whether that is increased income, a reduction in debt or a feeling that a weight has been lifted because a volunteer has listened to the clients' problems and helped them to find a way forward.

Our employees

From April 2023 to March 2024, we employed thirty people with six people joining the service during the year. Our employees provide advice and support to clients across a range of subjects but primarily in benefits, debt and housing. They also mentor clients in terms of wellbeing as well as work with clients longer term to increase their confidence in dealing with money and other issues that may be having a negative impact on their lives. Our employees work alongside volunteers and partners and their work is essential to the successful outcomes achieved on behalf of clients.

CITIZENS ADVICE SEFTON

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance

Our capacity to help people is dependent upon the numbers of volunteers and employees we have available to work with the general public. Despite a decline in the number of volunteers who have completed training and were ready to advise we saw an increase in numbers of clients seen of 7% but more significantly there was a substantial increase in the number of issues those clients asked us to help them with. Last year we helped people with 21,775 enquiries but in 2023-4 that number increased by over 55% to 33,897. This would indicate that people are seeking help on multiple related issues.

Welfare benefits enquiries rose by 41% on the previous year and this is reflected in the level of income gain obtained by advisers of £7,523,703. We also achieved other outcomes to the value of £511,332 and this includes lump sum payments, advice leading to the maintenance of benefits and debt management plans. Advice work also led to £1,008,108 debts written off and £13,736 debts rescheduled. Advisers achieved re-imbursments for clients of £28,330.

People who seek our service range from age 16-19 right up to 90-94 during the year. However, the vast majority of our clients are of working age with 23% of clients over the age of 65. We aim to help people most in need and this is reflected in the numbers of people who seek our help who have a long-term health condition (56%) or disability (11%).

Our partnership with the L30 Community Centre in Netherton was further strengthened in 2023 with the extension of an outreach service supported by Fun 4 Kidz and the Cadent Foundation.

Factors affecting the achievements of objectives

We are finding it increasingly difficult to recruit and retain both employees and volunteers and need to address the issue of how we develop and sustain a pipeline of talent so we can develop the services we provide to reach demand. This is an issue we are addressing alongside our partner Citizens Advice in the Liverpool City region.

Financial review

The results for the year and the charity's financial position at the end of the year are shown in the attached financial statements.

Total income for the year ended 31 March 2024 was £1,134,189 (2023: £809,052) which included unrestricted income of £289,380 (2023: £258,879) and restricted income of £844,809 (2023: £550,173).

Total expenditure for the financial year was £1,115,152 (2023: £883,137) which included unrestricted expenditure of £270,343 (2023: £332,964) and restricted expenditure of £844,809 (2023: £550,173).

The result is a net surplus for 2023/24 of £19,037 (2022/23: deficit of £74,084).

Reserves policy

The general unrestricted funds of the charity at 31 March 2024 were £521,303 (2023: £494,472). There are no restricted funds at the year end. The trustees continue to comply with the policy of being capable of funding 3-6 months working capital requirements.

The designated premises reserve at 31 March 2024 was £77,535 (2023: £85,329). These reserves have been designated by the trustees for premises improvements and are being written off over the life of the refurbishments of the new office.

CITIZENS ADVICE SEFTON

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Principal funding sources

The Directors extend their gratitude to:

Sefton Borough Council continues to support the core operating capacity of the charity and who also support the work of Citizens Advice Sefton through public health funding for Living Well Sefton.

The Trustees of The Freshfield Foundation who fund Citizens Advice Sefton and Citizens Advice Liverpool to provide tribunal representation and support to people who would otherwise find themselves without access to justice as this works falls outside the scope of the legal aid scheme.

Integrated Care Partnership Merseyside and Cheshire for supporting vital work with a vulnerable client group in Clock View in-patient mental health hospital.

Money Advice and Pensions Service who fund the Greater Merseyside Money Advice Partnership which enables Citizens Advice Sefton to deliver money advice services in Sefton.

L30's Million supported through Big Local and administered by Local Trust for the Big Lottery Fund which supported an advice outreach session in Netherton until October 2023.

The Cadent Foundation who are funding the continuation of an outreach service in L30 Community Centre.

Trussell Trust and South Sefton Foodbank for supporting advice outreach sessions in Bootle.

Liverpool Combined Authority for funding The Mind and Money programme, a city region partnership led by The Women's Organisation and aimed at providing support, advice and guidance to people impacted by the cost-of-living crisis across the region.

Citizens Advice Innovation grants for provision of Adviceline services and the development of housing advice.

Citizens Advice (supported by the National Grid) for funding for fuel poverty advice.

Investment policy

As required in its governing document paragraph 5.11 in furtherance of its objects, and for no other purposes, the charity has the power to invest the monies of the charity not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being imposed or required by law.

Risk policy

Citizens Advice Sefton has worked on a risk management exercise. A risk management strategy and risk register are agreed by the board. The trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end Citizens Advice Sefton is continually monitoring and managing the risk and reviewing the risk register to ensure action plans are put in place to mitigate key risks.

Citizens Advice Sefton has adopted the recommended Citizens Advice Information Risk policy. The trustees review any non-compliance with procedures and any data breaches. There were no incidences to report in 2023-24.

Plans for future periods

Volunteering is important to the charity, and we plan to improve recruitment and retention of volunteers by reviewing how we engage with volunteers. This is not an isolated venture and steps are already in progress with our partners in the Liverpool City region to improve our learning and development offer. We also find that our community work in outreach is highly effective and would like to sustain this model of delivery.

CITIZENS ADVICE SEFTON

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Structure, governance and management

Citizens Advice Sefton is a registered charity and a company limited by guarantee. It is also known and referred to as Sefton CAB.

It is governed by a Memorandum and Articles of Association 2003 as amended on 15th January 2008 and October 2022 and was incorporated under the Companies Act as a private company on 11th June 2003. The changes made in October 2022 have increased the maximum liability of each member to £10.

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

Mr B Culshaw

Miss L Evans (Vice Chair 08/02/24, Co Chair
08/08/24)

Ms A M Gibbon (Chair to 08/02/24)

Ms L Heap (Treasurer)

Mr G Hignett (Co-chair from 08/02/24)

Mr R Mathew

(Resigned 29 January 2024)

Ms E Mercer

(Resigned 21 September 2023)

Ms S K Misra (Co-chair from 08/02/24-08/08/24)

(Appointed 4 July 2023 and resigned 30 September 2024)

Mr D Kilroy

(Appointed 7 November 2024)

Ms V Roberts

Recruitment, appointment and induction of trustees

Trustees, who are also Directors of the Company, are elected in accordance with the Memorandum and Articles of Association. An Executive Group made up of Trustees and chaired by the Chair is established to oversee the elections process for Board appointments. A separate process agreed by the Trustee Board is followed for the election of the Chair. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

New Trustees follow a programme of induction into the Citizens Advice service and are issued with an induction pack.

Organisational structure

Citizens Advice Sefton is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of Citizens Advice Sefton and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet at a minimum quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management. A register of Directors' interests is maintained at the registered office and is available to the public.

Key management remuneration

Pay scales for senior staff are benchmarked against similar posts in the Citizens Advice network.

Related parties

Citizens Advice Sefton is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a quality framework for standards including advice and casework management as well as assessing compliance against these standards. Operating policies are independently determined by the Trustee Board of Citizens Advice Sefton in order to fulfil its charitable objects and comply with the national membership requirements.

The charity also co-operates and liaises with a number of other statutory and voluntary services, local and national charities on behalf of clients. Where one of the Trustees holds the position of Trustee/Director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

CITIZENS ADVICE SEFTON

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

Auditor

DSG resigned as auditor on 11 September 2024. DSG Audit were appointed on 11 September 2024 and in accordance with section 485 of the Companies Act 2006, a resolution proposing that they be re-appointed will be put at a General Meeting.

Disclosure of information to auditor

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The trustees' report was approved by the Board of Trustees.



Miss Laura Helen Evans (Co-chair)
Trustee

19 November 2024



Mr Graham Hignett (Co-chair)
Trustee

19 November 2024

CITIZENS ADVICE SEFTON

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2024

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

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, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

CITIZENS ADVICE SEFTON

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF CITIZENS ADVICE SEFTON

Opinion

We have audited the financial statements of Citizens Advice Sefton (the 'charitable company') for the year ended 31 March 2024 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The other information comprises the information included in the 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, except to the extent otherwise explicitly stated in our report, 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.

CITIZENS ADVICE SEFTON

INDEPENDENT AUDITOR'S REPORT (CONTINUED) TO THE MEMBERS OF CITIZENS ADVICE SEFTON

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

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

Auditor's responsibilities for the audit of the financial statements

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

Capability of the audit in detecting irregularities, including fraud

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

CITIZENS ADVICE SEFTON

INDEPENDENT AUDITOR'S REPORT (CONTINUED) TO THE MEMBERS OF CITIZENS ADVICE SEFTON

Discussions with and enquiries of management and those charged with governance were held with a view to identifying those laws and regulations that could be expected to have a material impact on the financial statements. During the engagement team briefing, the outcomes of these discussions and enquiries were shared with the team, as well as consideration as to where and how fraud may occur in the entity.

The following laws and regulations were identified as being of significance to the entity:

- Those laws and regulations considered to have a direct effect on the financial statements include UK financial reporting standards, Company Law, Tax and Pensions legislation, and Charity Law.
- Those laws and regulations for which non-compliance may be fundamental to the operating aspects of the charity and therefore may have a material effect on the financial statements include compliance with charitable objectives, public benefit, fundraising regulations, safeguarding and health and safety legislation.

Audit procedures undertaken in response to the potential risks relating to irregularities (which include fraud and non-compliance with laws and regulations) comprised of: inquiries of management and the Trustees as to whether the entity complies with such laws and regulations; enquiries with the same concerning any actual or potential litigation or claims; inspection of relevant legal correspondence; review of Trustee meeting minutes; testing the appropriateness of journal entries; and the performance of analytical review to identify unexpected movements in account balances which may be indicative of fraud.

No instances of material non-compliance were identified. However, the likelihood of detecting irregularities, including fraud, is limited by the inherent difficulty in detecting irregularities, the effectiveness of the entity's controls, and the nature, timing and extent of the audit procedures performed. Irregularities that result from fraud might be inherently more difficult to detect than irregularities that result from error. As explained above, there is an unavoidable risk that material misstatements may not be detected, even though the audit has been planned and performed in accordance with ISAs (UK).

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

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Andrew Moss BA FCA (Senior Statutory Auditor)
for and on behalf of DSG Audit

19 November 2024

Chartered Accountants
Statutory Auditor

Castle Chambers
43 Castle Street
Liverpool
L2 9TL

CITIZENS ADVICE SEFTON

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Income from:							
Donations and legacies	3	3,380	-	3,380	1,751	-	1,751
Charitable activities	4	280,676	844,809	1,125,485	254,536	550,173	804,709
Other trading activities	5	2,249	-	2,249	2,045	-	2,045
Investments	6	3,075	-	3,075	547	-	547
Total income		289,380	844,809	1,134,189	258,879	550,173	809,052
Expenditure on:							
Charitable activities	7	270,343	844,809	1,115,152	332,964	550,173	883,137
Total expenditure		270,343	844,809	1,115,152	332,964	550,173	883,137
Net income/(expenditure) for the year/							
Net movement in funds		19,037	-	19,037	(74,085)	-	(74,085)
Reconciliation of funds							
Fund balances at 1 April 2023		579,801	-	579,801	653,886	-	653,886
Fund balances at 31 March 2024		598,838	-	598,838	579,801	-	579,801

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

CITIZENS ADVICE SEFTON

BALANCE SHEET

AS AT 31 MARCH 2024

	Notes	2024		2023	
		£	£	£	£
Fixed assets					
Tangible assets	13		46,880		55,332
Current assets					
Debtors	14	29,945		15,806	
Cash at bank and in hand		594,062		537,919	
		<u>624,007</u>		<u>553,725</u>	
Creditors: amounts falling due within one year	15	<u>(72,049)</u>		<u>(29,256)</u>	
Net current assets			551,958		524,469
Total assets less current liabilities			<u>598,838</u>		<u>579,801</u>
The funds of the charitable company					
Unrestricted funds	18		598,838		579,801
			<u>598,838</u>		<u>579,801</u>

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

The financial statements were approved by the trustees on 19 November 2024



Miss Laura Helen Evans (Co-chair)
Trustee



Ms Linda Heap (Treasurer)
Trustee



Mr Graham Hignett (Co-chair)
Trustee

Company registration number 04794809 (England and Wales)

CITIZENS ADVICE SEFTON

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
Cash flows from operating activities					
Cash generated from/(absorbed by) operations	21		57,254		(60,699)
Investing activities					
Purchase of tangible fixed assets		(4,186)		(2,070)	
Investment income received		3,075		547	
Net cash used in investing activities			(1,111)		(1,523)
Net cash used in financing activities			-		-
Net increase/(decrease) in cash and cash equivalents			56,143		(62,222)
Cash and cash equivalents at beginning of year			537,919		600,141
Cash and cash equivalents at end of year			594,062		537,919

CITIZENS ADVICE SEFTON

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

Charity information

Citizens Advice Sefton is a private company limited by guarantee incorporated in England and Wales. The registered office is 297 Knowsley Road, Bootle, Merseyside, L20 5DF.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charitable company's Memorandum and Articles of Association, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019). The charitable company is a Public Benefit Entity as defined by FRS 102.

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

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

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

1.3 Charitable funds

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

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

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

1.4 Incoming resources

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

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

CITIZENS ADVICE SEFTON

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

(Continued)

Grants receivable to finance the bureau's activities are credited to the income and expenditure account in the period to which they relate. Revenue grants received in advance are held as deferred income within creditors in the balance sheet and released to income and expenditure account in the relevant period.

Capital grants are credited to restricted funds when receivable and transferred to unrestricted funds when the asset is purchased. Depreciation on the fixed assets purchased with such grants is charged against unrestricted funds.

Bank interest, donations and the proceeds of fundraising events are credited as income on receipt. Lottery subscriptions are credited in the period to which they relate, with advance payments held in the balance sheet within creditors.

The bureau also benefits enormously from voluntary assistance in carrying out its activities. This voluntary contribution is not included in the financial statements but its value to the bureau has been estimated and is disclosed in the Directors' report.

1.5 Resources expended

All expenditure is accounted for on an accruals basis. Direct staff costs relating to each area of service provision are attributed to the relevant activity. Other costs including general management, finance and administration, together with overhead costs, have been apportioned to the core activities on the basis of their actual or estimated share of resource utilisation, as appropriate.

1.6 Tangible fixed assets

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

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

Leasehold improvements	10% (or life of lease if shorter) Straight Line
Fixtures, fittings & equipment	33.3% Straight Line

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

1.7 Impairment of fixed assets

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

CITIZENS ADVICE SEFTON

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

(Continued)

Recoverable amount is the higher of fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset for which the estimates of future cash flows have not been adjusted.

If the recoverable amount of an asset is estimated to be less than its carrying amount, the carrying amount of the asset is reduced to its recoverable amount. An impairment loss is recognised immediately in income/expenditure for the year, unless the relevant asset is carried at a revalued amount, in which case the impairment loss is treated as a revaluation decrease.

Recognised impairment losses are reversed if, and only if, the reasons for the impairment loss have ceased to apply. Where an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset in prior years. A reversal of an impairment loss is recognised immediately, unless the relevant asset is carried in at a revalued amount, in which case the reversal of the impairment loss is treated as a revaluation increase.

1.8 Cash and cash equivalents

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

1.9 Financial instruments

The charitable company 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 charitable company's balance sheet when the charitable company 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.

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.

Impairment of financial assets

Financial assets, other than those held at fair value through income and expenditure, are assessed for indicators of impairment at each reporting date. Financial assets are impaired where there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, the estimated future cash flows have been affected.

If an asset is impaired, the impairment loss is the difference between the carrying amount and the present value of the estimated cash flows discounted at the asset's original effective interest rate. The impairment loss is recognised in net income/(expenditure) for the year.

If there is a decrease in the impairment loss arising from an event occurring after the impairment was recognised, the impairment is reversed. The reversal is such that the current carrying amount does not exceed what the carrying amount would have been, had the impairment not previously been recognised. The impairment reversal is recognised in net income/(expenditure) for the year.

CITIZENS ADVICE SEFTON

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

(Continued)

Derecognition of financial assets

Financial assets are derecognised only when the contractual rights to the cash flows from the asset expire or are settled, or when the charitable company transfers the financial asset and substantially all the risks and rewards of ownership to another entity, or if some significant risks and rewards of ownership are retained but control of the asset has transferred to another party that is able to sell the asset in its entirety to an unrelated third party.

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.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charitable company's contractual obligations expire or are discharged or cancelled.

1.10 Taxation

The charity benefits from various exemptions from taxation afforded by tax legislation and is not liable to corporation tax on income or gains falling within those exemptions.

1.11 Provisions

Provisions are recognised when the charitable company has a legal or constructive present obligation as a result of a past event, it is probable that the charitable company will be required to settle that obligation and a reliable estimate can be made of the amount of the obligation.

The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at the reporting end date, taking into account the risks and uncertainties surrounding the obligation. Where the effect of the time value of money is material, the amount expected to be required to settle the obligation is recognised at present value. When a provision is measured at present value, the unwinding of the discount is recognised as a finance cost in net income/(expenditure) in the period in which it arises.

1.12 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charitable company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.13 Retirement benefits

The charity offers defined contributions to employees' personal pension funds at the rate of 7% of gross salary and these are charged to expenditure in the period to which they relate.

1.14 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

CITIZENS ADVICE SEFTON

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

2 Critical accounting estimates and judgements

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

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods. The trustees consider that there are no key sources of estimation uncertainty.

3 Donations and legacies

	Unrestricted funds	Unrestricted funds
	2024	2023
	£	£
Donations and gifts	2,380	1,751
Legacies receivable	1,000	-
	<u>3,380</u>	<u>1,751</u>

4 Charitable activities

	2024	2023
	£	£
Services provided under contract	1,125,485	804,709
	<u>1,125,485</u>	<u>804,709</u>
Analysis by fund		
Unrestricted funds	280,676	254,536
Restricted funds	844,809	550,173
	<u>1,125,485</u>	<u>804,709</u>

5 Other trading activities

	Unrestricted funds	Unrestricted funds
	2024	2023
	£	£
Activities for generating funds	2,249	2,045
	<u>2,249</u>	<u>2,045</u>

CITIZENS ADVICE SEFTON

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

6 Investments

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
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Interest receivable	3,075	547
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7 Charitable activities

	2024 £	2023 £
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Staff costs	742,532	567,384
Depreciation and impairment	11,627	16,140
Premises costs	63,247	55,895
Telephone	11,321	10,867
Printing, postage and stationery	7,839	5,998
Training and travel	11,335	11,422
Publicity and information	9,124	8,815
Equipment, support and leases	26,700	18,632
Sundry expenses	18,204	13,639
Bank charges	340	312
Partner payments	122,097	104,356

	1,024,366	813,460
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Share of support costs (see note 8)	78,457	61,660
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Share of governance costs (see note 8)	12,329	8,017
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	1,115,152	883,137
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Analysis by fund

Unrestricted funds	270,343	332,964
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Restricted funds	844,809	550,173
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	1,115,152	883,137
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CITIZENS ADVICE SEFTON

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

8 Support costs allocated to activities

	2024	2023
	£	£
Staff costs	64,568	49,338
Depreciation	1,011	1,403
Premises costs	5,063	4,860
Telephone	984	945
Printing, post and stationery	682	522
Training and travel	986	993
Publicity and information	793	766
Equipment, support and leases	2,322	1,620
Sundry expenses	2,021	1,186
Bank charges	27	27
Governance costs	12,329	8,017
	<u>90,786</u>	<u>69,677</u>
	<u>90,786</u>	<u>69,677</u>
Analysed between:		
Charitable activities	90,786	69,677
	<u>90,786</u>	<u>69,677</u>

	2024	2023
	£	£
Governance costs comprise:		
Audit fees	10,200	6,417
Payroll fees	2,129	1,600
	<u>12,329</u>	<u>8,017</u>
	<u>12,329</u>	<u>8,017</u>

9 Net movement in funds

	2024	2023
	£	£
The net movement in funds is stated after charging/(crediting):		
Fees payable for the audit of the charity's financial statements	10,200	6,417
Depreciation of owned tangible fixed assets	12,638	17,543
	<u>22,838</u>	<u>23,960</u>

10 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charitable company during the year (2023: £nil).

During the year, the trustees received a total of £nil (2023: £nil) in expenses from the charity.

CITIZENS ADVICE SEFTON

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

11 Employees

The average monthly number of employees during the year was:

	2024	2023
	Number	Number
Direct charitable activities	23	18
Management and administration	4	4
	<hr/>	<hr/>
Total	27	22
	<hr/> <hr/>	<hr/> <hr/>

Employment costs

	2024	2023
	£	£
Wages and salaries	701,511	536,392
Social security costs	63,224	44,239
Other pension costs	42,365	36,091
	<hr/>	<hr/>
	807,100	616,722
	<hr/> <hr/>	<hr/> <hr/>

There were no employees whose annual remuneration was more than £60,000.

Remuneration of key management personnel

The remuneration of key management personnel was as follows:

	2024	2023
	£	£
Aggregate compensation	200,285	191,172
	<hr/> <hr/>	<hr/> <hr/>

12 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

CITIZENS ADVICE SEFTON

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

13 Tangible fixed assets

	Leasehold improvements	Fixtures, fittings & equipment	Total
	£	£	£
Cost			
At 1 April 2023	110,511	29,798	140,309
Additions	-	4,186	4,186
	<hr/>	<hr/>	<hr/>
At 31 March 2024	110,511	33,984	144,495
	<hr/>	<hr/>	<hr/>
Depreciation and impairment			
At 1 April 2023	58,483	26,494	84,977
Depreciation charged in the year	7,794	4,844	12,638
	<hr/>	<hr/>	<hr/>
At 31 March 2024	66,277	31,338	97,615
	<hr/>	<hr/>	<hr/>
Carrying amount			
At 31 March 2024	44,234	2,646	46,880
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>
At 31 March 2023	52,028	3,304	55,332
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

14 Debtors

	2024	2023
	£	£
Amounts falling due within one year:		
Other debtors	2,821	2,468
Prepayments and accrued income	27,124	13,338
	<hr/>	<hr/>
	29,945	15,806
	<hr/> <hr/>	<hr/> <hr/>

15 Creditors: amounts falling due within one year

	2024	2023
	£	£
Other creditors	4,763	3,556
Accruals and deferred income	67,286	25,700
	<hr/>	<hr/>
	72,049	29,256
	<hr/> <hr/>	<hr/> <hr/>

16 Retirement benefit schemes

	2024	2023
	£	£
Defined contribution schemes		
Charge to profit or loss in respect of defined contribution schemes	42,365	36,091
	<hr/> <hr/>	<hr/> <hr/>

The charitable company operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charitable company in an independently administered fund.

CITIZENS ADVICE SEFTON

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

17 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2023 £	Incoming resources £	Resources expended £	At 31 March 2024 £
Greater Merseyside Money Advice Project	-	201,256	(201,256)	-
The Mind and Money Programme	-	103,849	(103,849)	-
The Freshfield Foundation	-	205,000	(205,000)	-
Citizens Advice (Housing Advice)	-	18,332	(18,332)	-
Citizens Advice (Energy Advice)	-	31,850	(31,850)	-
St Leonard's Foodbank	-	41,881	(41,881)	-
NHS Cheshire and Merseyside Integrated Care Board	-	40,280	(40,280)	-
Advice Skills Academy	-	3,209	(3,209)	-
L30 Community Centre/Cadent North West	-	17,771	(17,771)	-
L30's Millions supported through Big Local Trust	-	6,438	(6,438)	-
Living Well Sefton	-	167,000	(167,000)	-
Other funds	-	7,943	(7,943)	-
	-	844,809	(844,809)	-
Previous year:	At 1 April 2022 £	Incoming resources £	Resources expended £	At 31 March 2023 £
Greater Merseyside Money Advice Project	-	155,689	(155,689)	-
The Freshfield Foundation	-	171,731	(171,731)	-
Advice Skills Academy	-	18,223	(18,223)	-
NHS Cheshire and Merseyside Integrated Care Board	-	38,279	(38,279)	-
Living Well Sefton	-	161,239	(161,239)	-
Other funds	-	5,012	(5,012)	-
	-	550,173	550,173	-

CITIZENS ADVICE SEFTON

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

17 Restricted funds

(Continued)

Greater Merseyside Money Advice Project - a restricted fund for the provision of money advice services.

The **Mind and Money Programme** is a restricted fund for the provision of support for people facing challenges as a result of the cost-of-living crisis through financial resilience support, welfare benefits and money advice as well confidence building. The Financial Resilience programme is led by the Women's Organisation who are responsible to Liverpool City region Combined Authority for delivering the project.

The Freshfield Foundation - a restricted fund for the provision of welfare rights advice with Liverpool Citizens Advice Partnership.

Citizens Advice Energy Advice is a restricted fund for one to one energy advice appointments to Sefton residents who are in or at risk of fuel poverty, often vulnerable and may be struggling to pay their bills.

Citizens Advice Housing Advice - a restricted fund for the provision of housing advice for Sefton residents around disrepair, illegal, s.21 and s.8 eviction, homelessness, tenant deposits and tenancy agreements working in partnership with Sefton Councils Housing Commissioner and Housing Options Team and the development of workshop for residents and frontline third and public sector staff and volunteers on housing rights.

St Leonards Foodbank - a restricted fund for the provision of welfare benefits advice within the foodbank.

NHS Cheshire and Merseyside Integrated Care Board (ICB) - a restricted fund for an NHS standard contract.

Advice Skills Academy - funded as part of a partnership to develop and upskill the workforce for specialist advice services in the Liverpool City Region.

L30 Community Centre - a restricted fund for the provision of welfare benefits advice within the community centre.

L30's Millions is supported through Big Local and administered by Local Trust for the Big Lottery Fund to support an advice outreach session in Netherton until October 2023.

Living Well Sefton - a restricted fund for the provision of both; social welfare advice across Healthy Living Centres, the Living Well Centre and three GP hubs; and health and wellbeing assessments supporting people who may experience stress, anxiety or depression and who are at risk at developing mental health problems.

Other funds include the **Energy Advice Programme** - a restricted fund for the provision of energy advice to advise clients on energy related matters. Also included is **Community Foundation for Lancashire and Merseyside** - a restricted fund to provide face to face welfare benefits advice within Southport Community Centre; and **Sefton at Work** - a restricted fund to provide welfare benefits advice within the offices of Sefton at Work.

CITIZENS ADVICE SEFTON

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

18 Unrestricted funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	At 1 April 2023	Incoming resources	Resources expended	Transfers	At 31 March 2024
	£	£	£	£	£
Designated premises fund	85,329	-	-	(7,794)	77,535
General funds	494,472	289,380	(270,343)	7,794	521,303
	<u>579,801</u>	<u>289,380</u>	<u>(270,343)</u>	<u>-</u>	<u>598,838</u>
Previous year:	At 1 April 2022	Incoming resources	Resources expended	Transfers	At 31 March 2023
	£	£	£	£	£
Designated premises fund	93,330	-	-	(8,001)	85,329
General funds	560,556	258,879	(332,964)	8,001	494,472
	<u>653,886</u>	<u>258,879</u>	<u>332,964</u>	<u>-</u>	<u>579,801</u>

Designated premises fund - these reserves have been designated by the trustees for premises improvements and are being written off over the life of the refurbishments of the new office.

CITIZENS ADVICE SEFTON

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

19 Operating lease commitments

At the reporting end date the charitable company had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2024 £	2023 £
Within one year	56,835	49,223
Between two and five years	143,445	161,056
In over five years	40,000	62,000
	<u>240,280</u>	<u>272,279</u>

20 Related party transactions

There have been related party transactions in accordance with FRS 102. There were transactions between Citizens Advice Sefton and Citizens Advice in relation to membership, insurance and information systems.

There were no other related party transactions in the year.

21 Cash generated from operations

	2024 £	2023 £
Surplus/(deficit) for the year	19,037	(74,085)
Adjustments for:		
Investment income recognised in statement of financial activities	(3,075)	(547)
Depreciation and impairment of tangible fixed assets	12,638	17,543
Movements in working capital:		
(Increase)/decrease in debtors	(14,139)	4,907
Increase/(decrease) in creditors	42,793	(8,517)
Cash generated from/(absorbed by) operations	<u>57,254</u>	<u>(60,699)</u>