

**Charity Registration No. 1106631**

**Company Registration No. 05252247 (England and Wales)**

**CITIZENS ADVICE SOUTH WARWICKSHIRE**  
**ANNUAL REPORT AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

# CITIZENS ADVICE SOUTH WARWICKSHIRE

## LEGAL AND ADMINISTRATIVE INFORMATION

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**Trustees**

Y Hunter  
G Fitzgerald  
I M Stark  
H J Serrano  
K A Payne  
L Pound  
S Lightfoot  
J Whitehill  
K Kalsi

**Secretary & CEO**

J A Robinson

**Charity number**

1106631

**Company number**

05252247

**Registered office**

10 Hamilton Terrace  
Leamington Spa  
Warwickshire  
CV32 4LY

**Auditor**

Burgis & Bullock  
8 Elm Court  
Arden Street  
Stratford upon Avon  
CV37 6PA

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# CITIZENS ADVICE SOUTH WARWICKSHIRE

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# CITIZENS ADVICE SOUTH WARWICKSHIRE

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

**FOR THE YEAR ENDED 31 MARCH 2025**

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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 charity'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)" (as amended for accounting periods commencing from 1 January 2019).

### **Objectives and activities**

The year ending 31st March 2025 has been a hugely successful one in terms of the number of clients we have been able to support, as well as the evolving financial commitment we have secured from local funders and stakeholders. We marked the year with an innovative County Conference with our local Citizens Advice partners in December, and rounded the year off with news of a successful bid to the National Lottery for our groundbreaking telephone Adviceline service, which is answering over 1000 calls per month. A change of Government partway through the year has meant changes for clients e.g. removal of the winter fuel payment, and our services remain in high demand across all client groups, most notably the younger age range of 'working poor'; people who are working but still having to seek additional financial support to meet the cost of daily living. Clients from our older age range continue to provide the greater part of our client group, and once again our services were in high demand over the winter months as a result of the withdrawal of the Winter Fuel Payment in autumn 2024.

Thanks to some specific targeted Cost of Living funding from Warwick District Council, we have invested more in frontline generalist advisors in Warwick District; continued our investment in recruiting and training skilled volunteers, and built on our partnerships with other local Citizens Advice offices to ensure that we are maximising our resources. As an organisation we monitor the needs of the client group and are constantly seeking new ways to offer our support across our wide urban and rural area, so that we can support as many people as possible.

***Citizens Advice South Warwickshire seeks to provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.***

The changes we made to our estate in 2023-2024 have helped create a degree of financial certainty for the organisation, by significantly reducing the amount of money we were spending on office costs. This change, which was secured through closing our Stratford Stratford Upon Avon office, and co-locating services at Stratford District Council HQ in Stratford Upon Avon, has also improved our offering: we are onsite five days a week, with a volunteer workforce seeing clients across the day, in a busy town centre location. This has strengthened our relationships with a key funding partner, and ensured that we now enjoy high visibility for our services offered Monday-Friday from 10am-2pm. This service is accessed by many more people, and the ease of access to the building ensures we can meet the needs of our most vulnerable clients. We are very grateful for the support of the Council and look forward to this relationship enduring into the future.



## **CITIZENS ADVICE SOUTH WARWICKSHIRE**

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

***FOR THE YEAR ENDED 31 MARCH 2025***

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We retain a team of Caseworkers in Stratford upon Avon and the surrounding areas, who operate in our Targeted Services. The team runs externally funded projects which offer advice to our more complex clients. Targeted Services in CASW include Reach Out and Help (ROAH) in Stratford Upon Avon and the Court Desk support (thanks to Stratford District Council); MAPs project (debt support), Advice Action Empower Warwick (thanks to Oken Trust, The King Henry VIII Endowed Trust and Warwick Town Council) and Warwick Foodbank.

All central services, including HR, Payroll and Finance, are delivered from our Leamington Spa office (on Hamilton Terrace), where we have been based for many years. The new financial year will see us seeking an alternative Head Office in the locality, as we hand this building back to Warwick District Council. Having outgrown the space available, and no longer accepting of its limitations and compromises with regard to accessibility, we are seeking an alternative location which will offer a space for our telephone advice services, and our volunteer training programme. We remain grateful to Warwick District Council, and Leamington Town Council, for the support they have given us over the many years we have been in the town and the partnership they are extending to us to find alternative space. We continue to offer Drop in Services on Tuesdays and Wednesdays, with appointments across the week, and in April 2025, we opened a further day by opening the doors on Mondays.

Leamington Spa is also the location of our Telephony service, which we launched in May 2023. This is a collaboration with Bedworth, Rugby & Nuneaton Citizens Advice (BRANCAB), who operate a hub in Bedworth, and North Warwickshire Citizens Advice. This service is supported by a mix of paid staff and volunteers, and since 2023 has been funded mainly by Warwickshire County Council. In February 2025, we heard that we had been successful in a bid to the National Lottery, which is providing over half the resources we need to keep the service in place for the next 2 years. The shortfall will be made up from additional funding sought by the Chief Officer, and from Reserves. There is no question that the service has been an absolute game changer in terms of the number of people we have been able to support, the ease of access they enjoy, and the quality of the advice which is given. This is full advice - not signposting - and clients who need an appointment receive one if required, and it has meant clients who cannot travel to the towns, or to the community hubs, or who are working or have caring responsibilities, do not miss out. We offer a single accessible telephone number across the County, with paid staff and volunteers delivering telephone advice every day from 9am - 4pm. This service has taken 23,227 calls up to the end of March 2025; 13,684 clients helped across Warwickshire, and in 90% of cases we are able to meet all advice needs on the telephone. Those clients for whom English is a second language, or who have other access issues, or very complex needs, are offered a face to face appointment to see an Advisor.

As well as the quantity of advice we give, of equal importance is maintaining the quality of advice. CASW has achieved a 'Green' score for quality across the Board from National Citizen Advice for the past 12 months, demonstrating that we have given high quality advice to clients across all channels; something we are very proud of as we have expanded our provision. We run regular reports on our services, as well as seeking client feedback for all of our channels and these are monitored at Board meetings.

Our collaboration with BRANCAB and North Warwickshire enables us to continue to explore options to share costs for key staff and/or activities, and enables us to respond to more funding opportunities, which builds our resilience for the future. The dedicated services of our shared Operations Manager since June 2022 have made an enormous contribution to our organisational development, and strengthens the partnership between the two CEOs, and the wider supervision and volunteer training team. Huge thanks must go to these staff for their continued flexibility and commitment.

## CITIZENS ADVICE SOUTH WARWICKSHIRE

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

**FOR THE YEAR ENDED 31 MARCH 2025**

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There are other ways for people to contact us: we offer advice sessions at an expanding range of external locations, where clients can avoid the need to travel into town centre locations to see us. These are funded by some of our Parish Councils and other local funders (Warwick District Council have made a significant investment in our services through Cost of Living support). In the past year we have launched services at The Pump Rooms in Leamington Spa, at the Gap and Sydni Centre, and at Brunswick Hub in Leamington (thanks to UK Shared Prosperity Fund funding from Warwick District Council). Our full service offer of locations:

Alcester Community Advice Hub  
Bidford Community Advice Hub  
Brunswick Community Hub  
Kenilworth Library  
Lillington Community Pantry  
\*The Gap in Warwick  
\*The Pump Rooms in Leamington Spa  
Shire Hall Warwick  
Southam Library  
Studley Village Hall  
The Sydni Centre in Sydenham  
Wellesbourne Parish Council  
\*Packmores Community Centre, Warwick  
\*Shipston on Stour Town Council  
*\*New for 2024/25*

The charity does not carry out any significant fundraising activities.

We could not deliver our services without the enduring support of many long standing funding bodies and local authorities. At a time when Councils are under considerable pressure, and other funders are receiving huge demand from the charitable sector, we remain grateful for their continued commitment.

#### **Volunteers**

This financial year 2024/2025 we continue to be a volunteer-led organisation continuing our investment in supporting development within our training offer which now sees us working in partnership across the County. We continue to recruit, induct and train volunteers from our communities, and we celebrate this commitment every year, most recently at our Conference in December 2024, where long service volunteers received certificates and pins. Working as a County team delivering training across all offices in Warwickshire, we strive to be at the forefront of recruitment, training and development ensuring we are compliant with all relevant legislation.

Developing the partnership as a County Training team has given us the insight and knowledge to plan, develop and deliver a 4 day training course over 2 weeks, sharing resources and responsibilities which have not only supported our collaborative working, but also enabled us to look at how we mentor volunteers within our service delivery channels, and this has been successful with the placement of 22 additional fully trained volunteers within the telephony operations and core delivery service at both Hamilton Terrace and Elizabeth House in the year.

# CITIZENS ADVICE SOUTH WARWICKSHIRE

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

*FOR THE YEAR ENDED 31 MARCH 2025*

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### **Strategic Direction & Public Benefit**

As part of our Leadership Self Assessment in 2024 we refreshed our existing Business Plan and this will once again happen as part of our planning for this year's process. We have, along with our partners BRANCAB, and North Warwickshire Citizens Advice, invested in comprehensive client and community analysis from across our client groups and geographic locations, which we will be assessing this year. A short form Strategic Plan will be produced with headline areas for focus in Summer 2025, with a longer more detailed strategic plan produced over the winter for 2026-2028, setting the priorities for growth under new objectives. The success of our most recent Transformation Programme, created in 2022 and executed over the three years to 2025, has been undeniably successful, resulting in a massive uplift (100% in the two years to 2024) in the number of clients supported. For context, prior to the launch of the Transformation Plan in 2021-2022 we supported 3,795 clients; in the financial year 2024-2025 we supported 8,682 unique clients.

### **New strategic priorities will include**

**Our Core Services** - Continuing to meet the demand from clients where, how and when it is needed most, and reducing back office costs

#### **Our People - Culture and Leadership**

Creating a diverse, thriving environment by attracting, training, developing and retaining our staff and volunteers

#### **Our Clients - Community & Client Needs Analysis**

Ensuring services are accessible for all parts of our community

**Our Quality** - maintaining high quality services for our clients as well as a focus on Research and Campaigns.

**Our Finances** - Ensuring we can respond to changes in the local funding picture, notably around the Government's Devolution White Paper.

Coupled with our organisational Values (Compassionate; Accountable; Solution Focussed and One Team), as well as a focus on attracting and rewarding staff to the best of our ability, the organisation is in an excellent position to offer both career opportunities, and volunteering opportunities in this sector. Our commitment to staff has seen us invest 3% in salary increase for April 2025, (above inflation), coupled with improved benefits such as Insurance for Death in Service for paid staff and their families (introduced in Autumn 2024). CASW is dedicated to ensuring that salaries are competitive for the local area, reflecting the value of our staff, and the importance we place on their daily commitment to our clients. We have maintained this commitment, despite the uplift in costs to the organisation caused by the increase in employer NI contributions which comes into force from April 2025.

Our commitment to staff is also reflected in the work we do to celebrate staff and volunteers across the year; in August 2024 we held our annual Staff and Volunteer Summer Social and every month the Chief Executive Officer and management team produce a Staff and Volunteer *Start the Month* Newsletter, which promotes excellent communication across the organisation, and celebrates our achievements both individually and as a wider team.

# CITIZENS ADVICE SOUTH WARWICKSHIRE

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

*FOR THE YEAR ENDED 31 MARCH 2025*

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### Achievements and performance

#### Overall Service Delivery

As indicated we have improved and extended our service during 2024-2025, seeing more clients in person, on the telephone and at our drop in services in Stratford and Leamington Spa. In the financial year 1<sup>st</sup> April 2024 – 31<sup>st</sup> March 2025 9,936 clients were helped (compared with 8,460 in 2023-2024), CASW offices and outreaches opened 10,539 **cases** and undertook 30,748 **activities** to support these clients. The total **issues** dealt with were 39,361 and the top issues were:

- Benefits & tax credits
- Debt
- Universal Credit
- Housing

The total income gain for these clients was an incredible **£6,561,026**

Number of volunteers on average through the year - 58

Number of staff working through the year: 21 FTE on average

#### Charitable support available to clients

In the dynamic landscape of individual grant funding, CASW is in the very privileged position of both holding several grant funding pots internally on behalf of various funders, as well as having the ability to access additional funding from external agencies.

Having direct access to individual grant funding which improves the lives of our clients, together with the effective management and administration of these funds is an essential lynchpin for the organisation and provides an invaluable service to the wider community of South Warwickshire. At present the funds are administered primarily by a volunteer who dedicates one day a week to this invaluable provision and is managed by our Grants Oversight Officer.

# CITIZENS ADVICE SOUTH WARWICKSHIRE

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

**FOR THE YEAR ENDED 31 MARCH 2025**

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### Research & Campaigns

A twin aim for every Citizens Advice is to champion the Client's voice at a local and national level, and this is through our crucial Research & Campaigns function. The local offices in Warwickshire have collaborated on a shared role focused on Research, Campaigns and Social Policy, and drawing together this work across the County. Our officer started in June 2023, The overarching aims were to:

*"Hear the voices of our clients, and our front line advisers, and make those voices heard by local and national decision-makers and influencers."*

This role co-ordinates both internal and external activity, building our knowledge as an organisation, and as a County, ensuring that national campaigns from Citizens Advice are promoted and supported locally. Additionally, the role produces a huge amount of data and trends analysis which is critical for our local authority partners, as well as other stakeholders.

Examples of activity, alongside a quarterly newsletter for many local stakeholders:-

- Scams awareness (national 'scam awareness fortnight')
- Consumer rights (National Consumer Week - parts I & II)
- Fuel poverty (national 'Energy Savers Week')

Other national campaigns:-

- Stop Loan Sharks Week
- Get Safe Online Week
- Carers' Week

Local campaigns:-

- Homelessness prevention awareness week
- ID Theft-ID Fraud week, and
- Support for numerous 'benefit-take-up' efforts

Website: in August 2024 a new website for Citizens Advice South Warwickshire (<https://casouthwarwickshire.org.uk>) was commissioned thanks to Awards for All funding from The National Lottery Community Fund, and has made the site far more accessible to clients, as well as being easier for us to maintain as an organisation.

### Organisational Structure

The organisation is led by our dedicated volunteer Trustee Board, with Chair of Trustees Irene Stark. There are three sub-committees reporting into the Trustee Board:

- Human Resources Sub-Committee
- Finance Sub-Committee
- Property & Estates Sub Committee

The CEO, Julie Robinson, is in charge of the day-to-day leadership of the charity with the support of an Operations Manager; Key Advice Service Managers and Supervisors.

# CITIZENS ADVICE SOUTH WARWICKSHIRE

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

*FOR THE YEAR ENDED 31 MARCH 2025*

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### **Financial review**

The Directors are pleased to report a surplus of £56.4k for the financial year 2024-2025

CASW held some £754k of cash and investments (fixed term deposits) as at 31 March 2025 - a relatively high balance but not unexpected as the balance includes £193k remaining from a generous legacy donation received in 2020/21. Plans are in place to utilise this legacy over the coming years. The year end cash balance also includes £105k of deferred income (grant income received in 2024/25 but which relates to the 2025/26 financial year).

Total reserves at 31 March 2025 were £645k, comprising General reserves of £415k, a designated Buildings Reserve of £35k, a designated Client Emergency Fund Reserve of £1k and Restricted Reserves of £194k (including the above-mentioned legacy).

CASW is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. The organisation maintains a projection of income and will ensure that income continues to be derived from as wide a variety of sources as possible. It will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed, so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred, the Trustees have determined that 'free' reserves should be maintained of between 3 and 6 months normal operating expenditure. Free reserves as at 31 March 2025 were £415k, representing around 5 months normal operating expenditure.

### **Principal funding sources & support**

The Trustees extend their gratitude to all funders of the organisation without whom we could not continue our work, and who have been supportive and proactive with their contributions.

We also recognise the support and closer working relationships with Trustees at Bedworth, Rugby & Nuneaton Citizens Advice, (BRANCAB) and with North Warwickshire Citizens Advice.

CASW's governing documents give the Trustees the power to invest or deposit funds in any lawful manner whilst having regard to the suitability of investments and the need for diversification. In practice the majority of CASW's funds are spent in the relatively short term and there are currently only £78.2k of long term (greater than 12 months) investments. The Trustees seek to obtain the maximum interest possible on cash balances whilst mitigating risks and so investment decisions consider factors such as return, credit ratings, liquidity and Financial Services Compensation Scheme protections. Social, environmental and ethical factors are also considered. The Trustee Board reviews the investment policy on an annual basis.

### **Major risks**

The Trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to those major risks. The Risk Register forms part of the discussion at every Board meeting; closed risks remain visible so that progress is assessed, and mitigating actions are discussed with the CEO and Senior Management Team.

# CITIZENS ADVICE SOUTH WARWICKSHIRE

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

*FOR THE YEAR ENDED 31 MARCH 2025*

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

The charity is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to £1. CASW is governed by its Memorandum and Articles of Association.

Warwick District Citizens Advice Bureau, now Citizens Advice South Warwickshire, was incorporated as a company limited by guarantee on 6th October 2004. The charity commenced its charitable activities on 1st April 2005 following the transfer of all assets and liabilities from Warwick District Citizens Advice Bureau (Charity Registration Number 218650).

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

Y Hunter  
G Fitzgerald  
I M Stark  
H J Serrano  
K A Payne  
L Pound  
S Lightfoot  
J Whitehill  
K Kalsi

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

Trustees, who are also Directors of the Company, are elected from the local community and are nominated by members, or co-opted by the Trustee Board. They are elected at the Annual General Meeting. A separate process agreed by the Trustee Board is followed for the election of the Chair.

New Trustees receive a full induction, meeting other Trustees and spending time with Supervisors, Volunteers and Staff to understand the service we offer. This is tailored to their individual experience and interests.

### **Arrangements for setting pay and remuneration of key management personnel**

Key management personnel, excluding Trustees, are remunerated by way of annual salary and pension contributions. The company offers all eligible staff the option of joining a workplace pension provided by The People's Pension and makes an employer contribution to the scheme in line with applicable legislation. The CEO's salary is set by the Board. The principal aim is to offer a fair pay that will attract and retain appropriately skilled staff. The pay policy is reviewed annually. None of the Trustees, or any persons connected with them, receive any remuneration from CASW.

The charity has taken out Directors' insurance as permitted by the Companies Act 2006.

None of the Trustees has any beneficial interest in the company. All of the Trustees are members of the company.

# CITIZENS ADVICE SOUTH WARWICKSHIRE

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

**FOR THE YEAR ENDED 31 MARCH 2025**

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### Organisational Structure

CASW 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 the charity and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet regularly and delegate the day-to-day operation of the organisation to the CEO. The key management of the organisation is represented by the CEO and a supporting team of currently four managers. The Trustee Board is independent from management.

A register of members and a register of Trustees' interests is maintained at the registered office, and is available to the public.

CASW is one of over 250 individual charities that are part of The National Association of Citizens Advice Bureaux (company registration no. 01436935). The national charity helps the local Citizens Advice charities deliver their services (for example by setting national quality and governance standards) and jointly deliver other services at a national level (eg debt advice funded by the Money and Pensions Service). The national charity also offers model operating policies which local offices can take into account in preparing their own policies.

### Auditor

The company has a policy of putting its audit out to tender every 7 years and that process is currently underway. It is intended that a decision will be made in time to allow a resolution proposing the appointment of an auditor to be put at the Annual 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.

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

*Irene Stark*

.....

I M Stark

**Trustee**

04 Sep 2025

Date: .....



# **CITIZENS ADVICE SOUTH WARWICKSHIRE**

## **STATEMENT OF TRUSTEES' RESPONSIBILITIES**

***FOR THE YEAR ENDED 31 MARCH 2025***

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The Trustees, who are also the directors of Citizens Advice South Warwickshire 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 charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

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

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

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

# CITIZENS ADVICE SOUTH WARWICKSHIRE

## INDEPENDENT AUDITOR'S REPORT

### TO THE MEMBERS OF CITIZENS ADVICE SOUTH WARWICKSHIRE

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#### **Opinion**

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

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, 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 charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### **Emphasis of matter**

We draw attention to note 28 to the financial statements which indicates that the charity has highlighted a potential tax exposure. If a liability is subsequently determined in respect of this it could result in a material unbudgeted expense for the charity. Our opinion is not modified in respect of this matter.

#### **Conclusions relating to going concern**

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

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

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

# **CITIZENS ADVICE SOUTH WARWICKSHIRE**

## **INDEPENDENT AUDITOR'S REPORT (CONTINUED)**

### **TO THE MEMBERS OF CITIZENS ADVICE SOUTH WARWICKSHIRE**

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#### **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.

#### **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 charity 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.

# **CITIZENS ADVICE SOUTH WARWICKSHIRE**

## **INDEPENDENT AUDITOR'S REPORT (CONTINUED)**

### **TO THE MEMBERS OF CITIZENS ADVICE SOUTH WARWICKSHIRE**

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#### **Responsibilities of Trustees**

As explained more fully in the statement of Trustees' responsibilities, the Trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the Trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

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

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.

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.

We gained an understanding of the legal and regulatory framework applicable to the charity and the sector in which it operates and assessed the extent of compliance with these laws and regulations as part of our procedures on the related financial statement items.

Based on our understanding of the charity we identified that the principal risk of non-compliance with laws and regulations related to breaches of the Charities Act 2011; Companies Act 2006; Safeguarding and GDPR regulations; and the charity's constitution. We also evaluated management incentive and opportunities for fraudulent manipulations of the financial statements.

# CITIZENS ADVICE SOUTH WARWICKSHIRE

## INDEPENDENT AUDITOR'S REPORT (CONTINUED)

### TO THE MEMBERS OF CITIZENS ADVICE SOUTH WARWICKSHIRE

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Audit procedures performed included:

- Identifying and assessing the design effectiveness of controls in management have in place to prevent and detect fraud.
- Challenging assumptions and judgments made by management in their significant accounting estimates and assessing if these indicate evidence of management bias;
- Reviewing the accounting records for large and unusual bank payments and testing any identified and in particular the rationale for any transactions which appear to be outside of the charity's objectives.
- Testing a sample of debit entries in the profit and loss account to check they are bona-fide costs in accordance with the charity's objectives.
- Testing for the existence of related party transactions and confirming identity of relevant parties with Trustees.
- Making enquiries of those charged with governance as to any instances of non-compliance with laws and regulations.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation

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

#### Use of our report

This report is made solely to the 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 auditors' 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.

*W A Hubbard*

#### Wende Hubbard FCCA (Senior Statutory Auditor)

For and on behalf of Burgis & Bullock, Statutory Auditor

Chartered Accountants

8 Elm Court

Arden Street

Stratford upon Avon

CV37 6PA 4th September 2025

Date: .....

# CITIZENS ADVICE SOUTH WARWICKSHIRE

## STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2025

### Current financial year

		Unrestricted funds general 2025 £	Unrestricted funds designated 2025 £	Restricted funds 2025 £	Total 2025 £	Total 2024 £
	Notes					
<b><u>Income and endowments from:</u></b>						
Donations and legacies	3	1,501	-	-	1,501	3,657
<b><u>Charitable activities</u></b>						
Advice Services	4	471,320	-	585,712	1,057,032	1,144,339
Fundraising	5	598	-	-	598	759
Interest receivable	6	26,316	-	-	26,316	23,989
Other income	7	32,491	-	-	32,491	1,367
<b>Total income</b>		532,226	-	585,712	1,117,938	1,174,111
<b><u>Expenditure on:</u></b>						
<b><u>Charitable activities</u></b>						
Advice Services	8	377,680	1,200	682,691	1,061,571	1,112,154
<b>Total charitable expenditure</b>		377,680	1,200	682,691	1,061,571	1,112,154
Other	12	-	-	-	-	9,897
<b>Total resources expended</b>		377,680	1,200	682,691	1,061,571	1,122,051
<b>Net incoming/(outgoing) resources before transfers</b>		154,546	(1,200)	(96,979)	56,367	52,060
Gross transfers between funds	15	(83,817)	20,000	63,817	-	-
<b>Net income/(expenditure) for the year/ Net movement in funds</b>		70,729	18,800	(33,162)	56,367	52,060
Fund balances at 1 April 2024		344,486	17,038	227,504	589,028	536,968
<b>Fund balances at 31 March 2025</b>		415,215	35,838	194,342	645,395	589,028

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

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

# CITIZENS ADVICE SOUTH WARWICKSHIRE

## STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

### Prior financial year

		Unrestricted funds general 2024 £	Unrestricted funds designated 2024 £	Restricted funds 2024 £	Total 2024 £
	Notes				
<b><u>Income and endowments from:</u></b>					
Donations and legacies	3	3,657	-	-	3,657
<b><u>Charitable activities</u></b>					
Advice Services	4	530,946	-	613,393	1,144,339
Fundraising	5	759	-	-	759
Investments	6	23,989	-	-	23,989
Other income	7	1,367	-	-	1,367
<b>Total income</b>		<b>560,718</b>	<b>-</b>	<b>613,393</b>	<b>1,174,111</b>
<b><u>Expenditure on:</u></b>					
<b><u>Charitable activities</u></b>					
Advice Services	8	428,572	500	683,082	1,112,154
Other	12	9,897	-	-	9,897
<b>Total resources expended</b>		<b>438,469</b>	<b>500</b>	<b>683,082</b>	<b>1,122,051</b>
<b>Net incoming/(outgoing) resources before transfers</b>		<b>122,249</b>	<b>(500)</b>	<b>(69,689)</b>	<b>52,060</b>
Gross transfers between funds	15	(38,979)	-	38,979	-
<b>Net income/(expenditure) for the year/ Net movement in funds</b>		<b>83,270</b>	<b>(500)</b>	<b>(30,710)</b>	<b>52,060</b>
Fund balances at 1 April 2023		261,216	17,538	258,214	536,968
<b>Fund balances at 31 March 2024</b>		<b>344,486</b>	<b>17,038</b>	<b>227,504</b>	<b>589,028</b>

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

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

# CITIZENS ADVICE SOUTH WARWICKSHIRE

## BALANCE SHEET

AS AT 31 MARCH 2025

		2025		2024 as restated	
	Notes	£	£	£	£
<b>Fixed assets</b>					
Investments	16		78,200		-
<b>Current assets</b>					
Debtors	18	71,065		79,827	
Investments	19	112,077		311,750	
Cash at bank and in hand		563,497		315,079	
		<u>746,639</u>		<u>706,656</u>	
<b>Creditors: amounts falling due within one year</b>	20	(179,444)		(117,628)	
		<u></u>		<u></u>	
<b>Net current assets</b>			567,195		589,028
			<u></u>		<u></u>
<b>Total assets less current liabilities</b>			645,395		589,028
			<u><u></u></u>		<u><u></u></u>
<b>The funds of the charity</b>					
Restricted income funds	23		194,342		227,504
Unrestricted funds - general			415,215		344,486
Unrestricted funds - designated	24		35,838		17,038
			<u>645,395</u>		<u>589,028</u>
			<u><u></u></u>		<u><u></u></u>

04 Sep 2025

The financial statements were approved by the Trustees on .....

Irene Stark

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I M Stark

**Trustee**

Helen Serrano

.....

H J Serrano

**Trustee**

Company registration number 05252247 (England and Wales)



# CITIZENS ADVICE SOUTH WARWICKSHIRE

## STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2025

		2025		as restated 2024	
	Notes	£	£	£	£
<b>Cash flows from operating activities</b>					
Cash generated from/(absorbed by) operations	29		100,629		(7,467)
<b>Investing activities</b>					
Purchase of investments		(190,277)		(311,750)	
Proceeds from disposal of investments		311,750		-	
Investment income received		26,316		23,989	
<b>Net cash generated from/(used in) investing activities</b>			147,789		(287,761)
<b>Net cash generated from financing activities</b>			-		-
<b>Net increase/(decrease) in cash and cash equivalents</b>			248,418		(295,228)
Cash and cash equivalents at beginning of year			315,079		610,307
<b>Cash and cash equivalents at end of year</b>			563,497		315,079

# CITIZENS ADVICE SOUTH WARWICKSHIRE

## NOTES TO THE FINANCIAL STATEMENTS

*FOR THE YEAR ENDED 31 MARCH 2025*

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### **1 Accounting policies**

#### **Charity information**

Citizens Advice South Warwickshire is a private company limited by guarantee incorporated in England and Wales. The registered office is 10 Hamilton Terrace, Leamington Spa, Warwickshire, CV32 4LY.

#### **1.1 Accounting convention**

The financial statements have been prepared in accordance with the charity'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)" (as amended for accounting periods commencing from 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

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

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

#### **1.2 Going concern**

At the time of approving the financial statements the Trustees consider that they have adequate resources to continue in operational existence for the foreseeable future. Whilst the Trustees acknowledge that the cessation of certain income streams in the future could lead to the reporting of a deficit based on current levels of expenditure, they continue to review and explore new funding sources as well as closely monitoring expenditure commitments. Thus they continue to adopt the going concern basis of accounting in the preparation of the financial statements.

#### **1.3 Charitable funds**

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

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

#### **1.4 Income**

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

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount.

# CITIZENS ADVICE SOUTH WARWICKSHIRE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

*FOR THE YEAR ENDED 31 MARCH 2025*

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### **1 Accounting policies**

**(Continued)**

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

#### **1.5 Expenditure**

Liabilities are recognized as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category.

Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Charitable activities include expenditure associated with the provision of advice and information for the benefit of the local community. The expenditure includes both the direct costs and the support costs relating to these activities.

Support costs are those costs incurred directly in support of expenditure on the objects of the charity and have been allocated to activities on a basis consistent with the use of resources.

Governance costs are those incurred in connection with administration of the charity and compliance with constitutional and statutory requirements.

All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource.

#### **1.6 Fixed asset investments**

Fixed asset investments contain the cash held in fixed term deposits where the term is more than 12 months. Cash held on deposit for 12 months or less but more than 3 months is included in current asset investments.

#### **1.7 Cash and cash equivalents**

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments.

# CITIZENS ADVICE SOUTH WARWICKSHIRE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

*FOR THE YEAR ENDED 31 MARCH 2025*

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### **1 Accounting policies**

**(Continued)**

#### **1.8 Financial instruments**

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

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

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

Basic financial assets include debtors, cash and bank balances. Debtors are measured at transaction price after any discounts offered. Prepayments are valued at the amount prepaid after taking into account of any discounts due.

Basic financial liabilities are recognised at transaction price. Financial liabilities classified as payable within one year are not amortised. Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operation from suppliers.

#### **1.9 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 charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

#### **1.10 Retirement benefits**

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

# CITIZENS ADVICE SOUTH WARWICKSHIRE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

*FOR THE YEAR ENDED 31 MARCH 2025*

### 2 Critical accounting estimates and judgements

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

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

A key estimate is the allocation of overhead costs. Overheads are allocated on a basis on 20% of income to each restricted fund unless otherwise stated by the funder.

### 3 Donations and legacies

	<b>Unrestricted funds general 2025 £</b>	<b>Unrestricted funds general 2024 £</b>
Donations, legacies and gifts	1,501	3,657

# CITIZENS ADVICE SOUTH WARWICKSHIRE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

### 4 Charitable activities

	2025	2024
	£	£
Advice services income	1,057,032	1,144,339
Analysis by fund		
Unrestricted funds - general	471,320	530,946
Restricted funds	585,712	613,393
	1,057,032	1,144,339

The Advice Services income included under restricted funds can be seen in greater detail in note 23.

During the year the charity received £627,455 (2024: £496,566 ) of government grants. This includes funds received from both national and local government, including town and parish councils.

### 5 Income from fundraising

	Unrestricted funds general 2025 £	Unrestricted funds general 2024 £
Income from fundraising	598	759

### 6 Income from investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Interest receivable	26,316	23,989

# CITIZENS ADVICE SOUTH WARWICKSHIRE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

### 7 Other income

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Contributions to shared staff costs from other Citizens Advice offices	32,491	1,367

### 8 Expenditure on charitable activities

	Advice and support 2025 £	Advice and support 2024 £
<b>Direct costs</b>		
Staff costs	805,168	732,113
Depreciation and impairment	-	4,449
Staff and volunteer expenses	27,939	25,608
Office and general	62,649	100,672
Premises costs	50,875	63,564
Grants paid to other Citizens Advice offices	88,407	167,114
	1,035,038	1,093,520
<b>Share of support and governance costs (see note 9)</b>		
Governance	26,533	18,634
	1,061,571	1,112,154
<b>Analysis by fund</b>		
Unrestricted funds - general	377,680	428,572
Unrestricted funds - designated	1,200	500
Restricted funds	682,691	683,082
	1,061,571	1,112,154

# CITIZENS ADVICE SOUTH WARWICKSHIRE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

### 9 Support costs

	Support costs	Governance costs	2025	Support costs	Governance costs	2024
	£	£	£	£	£	£
Legal and professional	-	12,468	12,468	-	7,598	7,598
Bank charges	-	1,072	1,072	-	2,105	2,105
AGM and other meeting costs	-	3,213	3,213	-	2,571	2,571
Audit/ Independent examination fees	-	9,780	9,780	-	6,360	6,360
	-	26,533	26,533	-	18,634	18,634
Analysed between Charitable activities	-	26,533	26,533	-	18,634	18,634

### 10 Trustees

None of the Trustees (or any persons connected with them) received any remuneration from CASW during the year. However, benefits by way of prize funds totalling £63 were paid out to four trustees during the year (2024 - £8 to one).

### 11 Employees

The average number of full time equivalent employees during the year was:

	2025 Number	2024 Number
Management	3	3
Administration and advisors	18	18
Total	21	21



# CITIZENS ADVICE SOUTH WARWICKSHIRE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

### 11 Employees

(Continued)

Employment costs	2025 £	2024 £
Wages and salaries	735,596	669,427
Social security costs	50,289	42,516
Other pension costs	19,283	20,170
	<u>805,168</u>	<u>732,113</u>

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	<u>64,912</u>	<u>61,759</u>

### 12 Other expenditure

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Net loss on disposal/impairment of tangible fixed assets	<u>-</u>	<u>9,897</u>

### 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 SOUTH WARWICKSHIRE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

### 14 Prior year adjustment

It was identified that as at 31 March 2024 the company held £311,750 with a maturity of more than three months, which had been included within cash at bank and in hand in the balance sheet and cash and cash equivalent in the cashflow statement.

The comparative information has been restated to show these balances within current asset investments.

### 15 Transfers

At the year end transfers were made from the unrestricted funds to certain restricted funds to finance deficits where they have arisen.

### 16 Fixed asset investments

	Fixed term deposits £
<b>Cost or valuation</b>	
At 1 April 2024	-
Additions	78,200
	<hr/>
At 31 March 2025	78,200
	<hr/>
<b>Carrying amount</b>	
At 31 March 2025	78,200
	<hr/>
At 31 March 2024	-
	<hr/>

### 17 Financial instruments

	2025 £	2024 £
<b>Carrying amount of financial assets</b>		
Instruments measured at fair value through profit or loss	112,077	311,750
	<hr/>	<hr/>

# CITIZENS ADVICE SOUTH WARWICKSHIRE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

### 18 Debtors

	2025	2024
	£	£
<b>Amounts falling due within one year:</b>		
Other debtors	25,542	5,000
Prepayments and accrued income	45,523	74,827
	<u>71,065</u>	<u>79,827</u>

### 19 Current asset investments

	2025	2024
	£	£
		<b>As restated</b>
Fixed term deposits	112,077	311,750
	<u>112,077</u>	<u>311,750</u>

The allocation of certain bank accounts have been reclassified to current asset investments in the 2024 figures where they represent fixed term deposits with a term in excess of three months.

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

	Notes	2025	2024
		£	£
Other taxation and social security		15,515	-
Deferred income	21	105,368	51,160
Other creditors		37,349	38,757
Accruals		21,212	27,711
		<u>179,444</u>	<u>117,628</u>

Within other creditors is £27,260 held by the charity as agent. During the year £57,875 was received into these funds and £56,121 was distributed to beneficiaries.

# CITIZENS ADVICE SOUTH WARWICKSHIRE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

**FOR THE YEAR ENDED 31 MARCH 2025**

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### 21 Deferred income

	2025	2024
	£	£
Other deferred income	105,368	51,160
	<u>105,368</u>	<u>51,160</u>

Deferred income is included in the financial statements as follows:

Grants of £51,160 received in advance during the prior year were released in the SOFA as income in the current year. £105,368 of the above current year total represents grant income received in the current year but carried forward for future years.

### 22 Retirement benefit schemes

	2025	2024
Defined contribution schemes	£	£
Charge to profit or loss in respect of defined contribution schemes	19,283	20,170
	<u>19,283</u>	<u>20,170</u>

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

# CITIZENS ADVICE SOUTH WARWICKSHIRE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

### 23 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 £	Transfers £	At 31 March 2025 £
Reach Out and Help -					
Stratford	2,185	50,000	(53,990)	1,805	-
MAPSDAP	-	83,790	(97,600)	13,810	-
WCC Telephony	-	80,564	(81,195)	631	-
Stratford outreach	-	7,500	(7,705)	205	-
Warwick outreach	-	-	(1,997)	1,997	-
Kenilworth outreach	-	5,500	(4,158)	-	1,342
Orbit WBAS	-	145,362	(145,362)	-	-
Court Desk	-	50,500	(53,425)	2,925	-
Advice Action Empower					
Warwick	1,341	64,750	(72,931)	6,840	-
Stratford Foodbank Project	215	49,020	(51,946)	2,711	-
Ellis Legacy	223,763	-	(61,118)	30,355	193,000
Warwick Foodbank Project	-	23,376	(25,812)	2,436	-
Community pantry	-	25,350	(25,452)	102	-
	<u>227,504</u>	<u>585,712</u>	<u>(682,691)</u>	<u>63,817</u>	<u>194,342</u>

# CITIZENS ADVICE SOUTH WARWICKSHIRE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

### 23 Restricted funds

(Continued)

Previous year:	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2024 £
Reach Out and Help - Stratford	2,121	41,667	(41,603)	-	2,185
MAPSDAP	2,570	87,324	(99,217)	9,323	-
WCC Telephony	-	43,404	(45,270)	1,866	-
National Lottery - Back on Track	-	74,247	(74,328)	81	-
Stratford outreach	-	3,131	(4,312)	1,181	-
Warwick outreach	-	7,000	(17,352)	10,352	-
Kenilworth outreach	-	12,600	(18,354)	5,754	-
Orbit WBAS	-	145,362	(146,411)	1,049	-
Court Desk	-	38,600	(46,498)	7,898	-
Reach Out and Help Warwick	7,340	66,413	(72,412)	-	1,341
Stratford Foodbank Project	-	71,645	(71,430)	-	215
Ellis Legacy	246,183	-	(22,420)	-	223,763
Community pantry	-	22,000	(23,475)	1,475	-
	<u>258,214</u>	<u>613,393</u>	<u>(683,082)</u>	<u>38,979</u>	<u>227,504</u>

## CITIZENS ADVICE SOUTH WARWICKSHIRE

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

*FOR THE YEAR ENDED 31 MARCH 2025*

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#### 23 Restricted funds

(Continued)

- Reach Out and Help - Stratford -the ROAH team visit people in crisis in their own homes to provide advice and support on a variety of issues, including benefits and debt management. The team also apply for hardship grant funding for people who urgently need items such as clothing, white goods and furniture
- MapSDAP and (MAPS) - a Money and Pensions Service (MAPS) funded debt advice project in partnership with national Citizens Advice under which specialist debt advisors help people to prioritise and manage debts, set up affordable payment plans and manage better on their income.
- WCC Telephony - a project funded by Warwickshire County Council and delivered in partnership with BRANCAB, a sister Citizens Advice office, to deliver advice services to clients over the telephone.
- National Lottery Back on Track - A project, funded by the National Lottery Community Fund, to support the organisation in recruiting, training and developing additional volunteer advisers.
- Stratford outreach - the provision of generalist advice at various locations around the Stratford district
- Warwick outreach - the provision of generalist advice at various locations around the Warwick district
- Kenilworth outreach - the provision of generalist advice at Kenilworth Library
- Court Desk - the provision of expert representation at County Court for clients experiencing the threat of eviction or home repossession
- Orbit Welfare Benefits Advice Service - a project delivered in partnership with BRANCAB, a sister Citizens Advice office, to deliver an easily accessible welfare benefits advice service to Orbit customers to help reduce financial exclusion and reduce the pressure of cost of living increases
- Advice Action Empower Warwick - the provision of home based advice and support to people in crisis in the Warwick district
- Stratford Foodbank Project - a project to provide dedicated caseworker support to clients of the Stratford Foodbank.
- Ellis Legacy - A legacy from the late Rosemary Le May Ellis for the provision of counselling services.
- Warwick Foodbank Project - a project to provide dedicated caseworker support to clients of the Warwick Foodbank.
- Community Pantry - a project, funded by Warwickshire County Council, aiming to help address issues of food poverty in the county by the establishment of a static Lillington Community Pantry.

# CITIZENS ADVICE SOUTH WARWICKSHIRE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

### 24 Unrestricted funds - designated

These are unrestricted funds which are material to the charity's activities.

	At 1 April 2024 £	Resources expended £	Transfers £	At 31 March 2025 £
Building reserves	15,038	-	20,000	35,038
Client emergency fund	2,000	(1,200)	-	800
	<u>17,038</u>	<u>(1,200)</u>	<u>20,000</u>	<u>35,838</u>

#### Previous year:

	At 1 April 2023 £	Resources expended £	Transfers £	At 31 March 2024 £
Building reserves	15,038	-	-	15,038
Client emergency fund	2,500	(500)	-	2,000
	<u>17,538</u>	<u>(500)</u>	<u>-</u>	<u>17,038</u>

### 25 Analysis of net assets between funds

	Unrestricted funds general 2025 £	Unrestricted funds designated 2025 £	Restricted funds 2025 £	Total 2025 £
<b>At 31 March 2025:</b>				
Investments	78,200	-	-	78,200
Current assets/(liabilities)	337,015	35,838	194,342	567,195
	<u>415,215</u>	<u>35,838</u>	<u>194,342</u>	<u>645,395</u>



# CITIZENS ADVICE SOUTH WARWICKSHIRE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

### 25 Analysis of net assets between funds

(Continued)

	Unrestricted funds general 2024 £	Unrestricted funds designated 2024 £	Restricted funds 2024 £	Total 2024 £
<b>At 31 March 2024:</b>				
Current assets/(liabilities)	344,486	17,038	227,504	589,028
	<u>344,486</u>	<u>17,038</u>	<u>227,504</u>	<u>589,028</u>

### 26 Operating lease commitments

#### Lessee

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

	2025 £	2024 £
Within one year	1,188	1,665
Between two and five years	3,168	4,356
	<u>4,356</u>	<u>6,021</u>

### 27 Related party transactions

There were no disclosable related party transactions during the year (2024 - none), apart from those noted in the Trustees note.

### 28 Contingent liability

The charity is currently undertaking a review to ensure that it is correctly assessing the tax treatment of certain income sources. An initial review has suggested that there could potentially be an exposure if certain income were to be assessed as arising from the provision of a service rather than the receipt of a grant. Should this be the case the charity has estimated a potential exposure to tax and penalties in the range of £0 - £150,000. The charity has undertaken to consult further on the initial findings to fully assess its tax reporting obligations and, if appropriate, to enter into dialogue with HMRC to agree the extent of any liabilities in relation to past transactions. The Directors consider that any such liability could be met from the charity's existing unrestricted reserves.

# CITIZENS ADVICE SOUTH WARWICKSHIRE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

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<b>29</b>	<b>Cash generated from/(absorbed by) operations</b>	<b>2025</b>	<b>2024</b>
		<b>£</b>	<b>£</b>
	Surplus for the year	56,367	52,060
	<b>Adjustments for:</b>		
	Investment income recognised in statement of financial activities	(26,316)	(23,989)
	(Gain)/loss on disposal of tangible fixed assets	-	9,897
	Depreciation and impairment of tangible fixed assets	-	4,449
	<b>Movements in working capital:</b>		
	Decrease/(increase) in debtors	8,762	(22,272)
	Increase/(decrease) in creditors	7,608	(47,793)
	Increase in deferred income	54,208	20,181
		<hr/>	<hr/>
	<b>Cash generated from/(absorbed by) operations</b>	<b>100,629</b>	<b>(7,467)</b>
		<hr/>	<hr/>