

---

**CITIZENS ADVICE MID MERCIA**  
(A company limited by guarantee)

---

**TRUSTEES' REPORT AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

---

**CITIZENS ADVICE MID MERCIA**  
**(A company limited by guarantee)**

---

**CONTENTS**

---

	Page
<b>Reference and administrative details of the charity, its Trustees and advisers</b>	1
<b>Trustees' report</b>	2 - 6
<b>Independent auditor's report on the financial statements</b>	7 - 9
<b>Statement of financial activities</b>	10
<b>Balance sheet</b>	11
<b>Statement of cash flows</b>	12
<b>Notes to the financial statements</b>	13 - 29

---

**CITIZENS ADVICE MID MERCIA**  
**(A company limited by guarantee)**

---

**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS  
FOR THE YEAR ENDED 31 MARCH 2025**

---

<b>Trustees</b>	J Lloyd, Chair K Eldret, Vice Chair J Bosworth, Treasurer G Royall Councillor J Hewlett C Smith S McKendrick A Armstrong (resigned 12 September 2025) I G Blackett J McKiernan A Mackenzie J Harris B Kataria (appointed 8 May 2025)
<b>Company registered number</b>	05311627
<b>Charity registered number</b>	1107830
<b>Registered office</b>	114 Church Street Church Gresley Swadlincote Derbyshire DE11 9NR
<b>Senior management team</b>	Mr D Symcox, Chief Executive Officer & Company Secretary Mrs S Brown, Chief Operating Officer
<b>Independent auditor</b>	Bates Weston Audit Ltd Statutory Auditors Chartered Accountants The Mills Canal Street Derby DE1 2RJ
<b>Bankers</b>	Unity Trust Bank 9 Brindley Place Birmingham B1 2HB
<b>Accountants</b>	Bates Weston LLP Chartered Accountants The Mills Canal Street Derby DE1 2RJ

---

**CITIZENS ADVICE MID MERCIA**  
**(A company limited by guarantee)**

---

**TRUSTEES' REPORT**  
**FOR THE YEAR ENDED 31 MARCH 2025**

---

**Structure, Governance and Management**

**Governing Document**

The Charity was incorporated as a company limited by guarantee on 13th December 2004 (Company Number: 05311627). The full name of the charity is Citizens Advice Mid Mercia and it was registered with the Charity Commission on 27 January 2005 (Charity Number: 1107830). The charity commenced operations on 1st April 2005 at which date the assets and liabilities of the unincorporated South Derbyshire Citizens Advice Organisation (Charity Number: 1079115) were acquired. It is governed by its Memorandum and Articles of Association.

Previously the organisation was referred to as Citizens Advice South Derbyshire or South Derbyshire CAB or Citizens Advice South Derbyshire and City. From 1 April 2019 it is referred to as Citizens Advice Mid Mercia (see below - Aims, Objectives, Strategies and Activities for the Year).

**Organisational structure**

The Charity is governed through a Trustee Board. Trustees, who are also Directors of the Company, are elected from the local community and must either reside or work South Derbyshire, Derby City, East Staffordshire, Tamworth or surrounding areas.

The Trustee Board 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 Mid Mercia and for ensuring that the charity satisfies its legal and contractual obligations.

The Articles of Association provide for a minimum of three and a maximum of fifteen Trustees that are elected by the trustee board.

An Election Committee, made up of Trustees, the Company Secretary and chaired by the Vice Chair is established to oversee the elections process for Board appointments. All Trustees whether elected, nominated or co-opted must retire from office at the third year of office following their election, but may be re-elected or re-appointed.

No other persons or bodies external to the charity are entitled to appoint persons to the Trustee Board. A separate process agreed by the Trustee Board is followed for the election of the Chair.

The Trustee Board meet as a minimum quarterly and has a number of working sub-committees who report back to the full Trustee Board. The Trustee Board delegates the implementation of its decisions and the day-to-day operation of the organisation to the chief executive, supported by senior managers. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office, and is available to the public.

The organisation is co-ordinated from its registered office/principal place of business at 114 Church Street, Church Gresley, Swadlincote, Derbyshire DE11 9NR, though has offices across Derby City, East Staffordshire and Tamworth.

**Trustee Induction and training**

Through a comprehensive induction to Citizens Advice Mid Mercia, which includes the provision of training courses and mentoring by established trustees, newly appointed Trustees are briefed on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making process, the business plan and recent financial performance of the charity. They also meet key employees and other trustees and are encouraged to attend appropriate external training events where these will facilitate the understanding of their role.

---

**CITIZENS ADVICE MID MERCIA**  
**(A company limited by guarantee)**

---

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

---

**Arrangements for setting the remuneration of key management personnel**

The Trustee Board has a remuneration sub-committee with the responsibility for setting and monitoring of the pay and remuneration of Personnel in key management, which is structured against industry benchmarks. The Committee presents to the Board for consideration its report and a vote is taken on whether to approve the recommendation.

**Aims, objectives and strategy**

The charity's objects are to promote any charitable purpose for the benefit of the community in Derby City, South Derbyshire, East Staffordshire, Tamworth and surrounding areas, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

Citizens Advice Mid Mercia is a multi-disciplined organisation that aims to provide free, confidential, impartial and independent information, advice, peer support, health and wellbeing support as well as training for the benefit of the local community, to exercise a responsible influence on the development of social policies and services and to ensure individuals are aware of and have access to our services and do not suffer through a lack of knowledge or an inability to express their needs effectively. We provide help around a wide range of topics through delivery of quick advice, generalist advice, casework, peer support and training.

To meet these aims the organisation has identified four key strategic objectives:

- We'll deliver an effective and accessible service
- We'll build strategic partnerships and be influential
- We'll become even more sustainable
- We'll embrace our core values

**Activity**

The organisation has continued to adapt, develop and expand services to continue to help clients in the best way possible, in the most efficient way possible and through a model that is best to help our clients find a way forward.

This is an aim that has been successful and even allowed our organisation to expand the number of people that we have supported.

In addition to our volunteer generalist advice service the following advice, specialist advice, health and wellbeing support services were provided:

1. Outreach advice service in primary care settings - to help address health inequalities by tackling poverty-related determinants of health.
2. Money Advice Service (MAS) casework - providing free quality and consistent debt management.
3. Wellbeing service - to help address issues facing families with the key focus being income maximisation.
4. Debt Advice - to help households facing unmanageable debt in Burton.
5. Integrated Advocacy service - brings together all independent statutory and non-statutory advocacy in Derby City so that people who need advocacy support can now access it in one place.
6. IT training- providing digital skills and IT training, advice and support centred around the needs of the individual.
7. Money Management Advice - advise on maximising income, managing cash flow and budgeting
8. Community of practise – to understand the current services and gaps in delivery for autistic people and create services to fill those gaps.
9. Help to claim – providing assistance to claim universal credit.
10. Autism service – providing information and advice surrounding autism
11. Universal service for carers - free, confidential and impartial service dedicated solely to the holistic support

---

**CITIZENS ADVICE MID MERCIA**  
**(A company limited by guarantee)**

---

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

---

- of unpaid carers in Derby City
12. Tamworth advice project – generalist advice and debt service for the community of Tamworth.
  13. Derbyshire Community Health Trust project – generalist advice and debt service for DCHS clients.
  14. Help through hardship service – advice service funded by the Trussell Trust supporting those accessing food banks.
  15. Midlands Partnership Foundation Trust – Financial inclusion advice for MPFT clients.
  16. Generalist advice in South Derbyshire – Advice services funded by South Derbyshire District Council to support residents.
  17. Energy services – various energy specific programmes to help people through the energy crisis
  18. Low level support service – To ensure people are able to remain independent in their own homes
  19. GAIN – Advice and health service to residents of Birmingham
  20. Short term intervention service – a preventative advice, care and support service for people with learning disability and autistic people at imminent risk.

**Public benefit**

In considering the operation, achievements, performance and finances of the charity, the trustees are satisfied that public benefit has been provided in accordance with the Charities Act 2011 and the guidance published by the Charity Commission.

**Achievements and performance 2024/25**

In the year 2024/25 we provided high quality services to the residents of South Derbyshire Derby City, East Staffordshire, Tamworth as well as areas in the East and West Midlands and beyond.

A particular success has been to establish a low level service aimed at ensuring as many people remain independent in their own home as possible. A service that allows a preventative support mechanism for those who otherwise could be at risk of losing their independence.

Another success has been to expand our services into Birmingham, specially our GAIN service aimed at providing advice and well-being services to residents.

In 2024/25, we supported approximately 35,000 people find a way forward which is the most in the history of our organisation in a single year.

**Staff, volunteers and principle funders**

Our success could not have been achieved without the hard work and dedication of our staff and volunteers. The Trustees and the Senior Management Team recognise the tremendous contribution made, without which the service could not operate.

To be an adviser, specialist, health professional or front line worker within the organisation requires extensive training, dedication and commitment to help those in our community. We are therefore so grateful for the valuable support our trained staff and volunteers provide throughout the organisation.

Our Volunteers are for instance involved in the administration department, as generalist Advisors or telephone Advisors and assist with our community development projects.

The essential work achieved would not have been possible without the help of our principle funders which include The Money Advice Service, Derbyshire County Council, Derby City Council, South Derbyshire District Council, Tamworth Borough Council, Birmingham City Council, The Big Lottery, Citizens Advice England and Wales, Midlands Partnership Foundation Trust, The Trussell Trust, Derbyshire Community Health Trust, Good Things Foundation, Multiple Sclerosis Society, Smart Energy GB, Winhill Parish Council, Marches, Derby and Derbyshire ICB, and Energy Redress.

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

---

**Need, risks and future plans**

There are a series of principal risks that the management and trustees have identified, both to clients served and the organisation overall. Most prevalent amongst those is the cost of living crisis and continued difficult scenarios faced by many of our clients. Primarily the adverse effect that this could have on the clients that we serve and vast increase in need for our services and uncertainty of future funding, especially from traditional sources.

It will be the aim of the organisation to meet these challenges by ensuring that we continue to deliver the highest possible standard of service, sustaining and developing areas of funding to increase provision while ensuring that all staff and volunteers are supported.

To meet these challenges, the organisation plans to:

- Continue to implement and invest in digital training and innovations programme for our people
- Improve the quality of advice through external audit
- Further invest in a dedicated funding team to expand and diversify services
- Develop strong connections with remaining external partners
- Focus on the effects of the cost of living crisis
- Focus on supporting those living with neurodiverse, learning disabilities and mental health issues
- Focus more heavily within health and wellbeing based services
- Maintain the quality of provision across all services
- Diversify our funding stream further for greater sustainability
- Deliver face to face provision where needed for clients
- Grow as an organisation to meet demand

**Financial review**

For the year ended 31st March 2025 the charity has benefitted from incoming resources of £5,085,640 of which £5,060,149 was funding for charitable activities.

An in-year surplus of £219,904 resulted in an increase of reserves with the charity now reporting total funds of £1,317,843 of which £755,131 are unrestricted and £562,712 are restricted.

Of the unrestricted funds, £371,859 has been designated for other purposes, of which £210,392 relate to fixed assets.

Citizens Advice Mid Mercia is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The organisation will maintain a projection of income for at least two years ahead and will ensure that this continues to be derived from as wide a variety of sources as possible. The Board take all reasonable steps to minimise the impact that would occur from the cessation of one or more funding streams within this period and are mindful to structure the charity in a way to minimise the likelihood that this would present so serious a challenge to the future of the organisation that it could not be managed.

In reviewing the potential costs that could arise should a significant reduction in income be incurred, or to deal with variances in cash flow, the Trustees have determined that 'free reserves', in addition to 'Designated funds' should be maintained equal to 3 months normal operating expenditure.

Our aims in the future are to cement our organisation as a lead for other partners to allow a greater collaboration that will support even more clients. We also aim to expand our health based services and increase provision overall regionally and nationally.

---

**CITIZENS ADVICE MID MERCIA**  
**(A company limited by guarantee)**

---

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

---

**Trustees Responsibility Statement**

The Trustees (who are also directors of Citizens Advice Mid Mercia for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practise).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, the charitable company for that period. In preparing these financial statements, the Trustees are required to: select suitable accounting policies and then apply them consistently, observe the methods and principles of the Charities SORP, make judgements and accounting estimates that are reasonable and prudent, state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue operation.

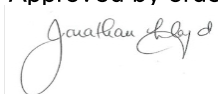
The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements 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.

**Disclosure of information to auditors**

Each of the persons who are Trustees at the time of when this Trustees' report is approved has confirmed that:

- So far as that Trustee is aware, there is no relevant audit information of which the charitable company's auditors are unaware.
- Trustees have taken all steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

Approved by order of the members of the board of Trustees and signed on their behalf by:



.....  
**J Lloyd**  
(Chair of Trustees)  
Date: 27/10/2025



---

**CITIZENS ADVICE MID MERCIA**  
**(A company limited by guarantee)**

---

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF CITIZENS ADVICE MID MERCIA**

---

**Opinion**

We have audited the financial statements of Citizens Advice Mid Mercia (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 the related notes, 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 United Kingdom, including the Financial Reporting Council'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 MID MERCIA**  
**(A company limited by guarantee)**

---

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF CITIZENS ADVICE MID MERCIA**  
**(CONTINUED)**

---

**Opinion on other matters prescribed by the Companies Act 2006**

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

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

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

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

We have nothing to report in respect of the following matters in relation to which 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 trustees' responsibilities statement, the Trustees (who are also the directors of the charitable company for the purposes 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.

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:

Based on our understanding of the charity and sector in which it operates, we considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006. Audit procedures performed by the engagement team included:

---

**CITIZENS ADVICE MID MERCIA**  
**(A company limited by guarantee)**

---

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF CITIZENS ADVICE MID MERCIA**  
**(CONTINUED)**

---

- Enquiry of management around actual and potential litigation and claims;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

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 for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

**Use of our report**

This report is made solely to the charitable company's 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 its members, as a body, for our audit work, for this report, or for the opinions we have formed.

**Wayne Thomas FCA (Senior Statutory Auditor)**

for and on behalf of

**Bates Weston Audit Ltd**

Statutory Auditors

Chartered Accountants

The Mills

Canal Street

Derby

DE1 2RJ

Date:

**CITIZENS ADVICE MID MERCIA**  
(A company limited by guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)  
FOR THE YEAR ENDED 31 MARCH 2025**

	Note	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
<b>Income from:</b>					
Donations and legacies	2	-	1,055	1,055	938
Charitable activities	3	2,000	5,058,149	5,060,149	3,176,874
Investments	4	24,436	-	24,436	9,828
Other income	5	-	-	-	1,502
<b>Total income</b>		<b>26,436</b>	<b>5,059,204</b>	<b>5,085,640</b>	<b>3,189,142</b>
<b>Expenditure on:</b>					
Charitable activities	6	5,567	4,860,169	4,865,736	3,025,458
<b>Total expenditure</b>		<b>5,567</b>	<b>4,860,169</b>	<b>4,865,736</b>	<b>3,025,458</b>
<b>Net movement in funds</b>		<b>20,869</b>	<b>199,035</b>	<b>219,904</b>	<b>163,684</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		734,262	363,677	1,097,939	934,255
Net movement in funds		20,869	199,035	219,904	163,684
<b>Total funds carried forward</b>		<b>755,131</b>	<b>562,712</b>	<b>1,317,843</b>	<b>1,097,939</b>

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 13 to 29 form part of these financial statements.

**CITIZENS ADVICE MID MERCIA**  
**(A company limited by guarantee)**  
**REGISTERED NUMBER: 05311627**

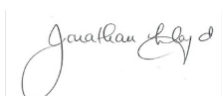
**BALANCE SHEET**  
**AS AT 31 MARCH 2025**

	Note	2025 £	2024 £
<b>Fixed assets</b>			
Tangible assets	11	210,393	215,959
		<u>210,393</u>	<u>215,959</u>
<b>Current assets</b>			
Debtors	12	386,000	306,754
Investments	13	177,276	170,000
Cash at bank and in hand		973,364	821,634
		<u>1,536,640</u>	<u>1,298,388</u>
<b>Current liabilities</b>			
Creditors: amounts falling due within one year	14	(429,190)	(416,408)
		<u>1,107,450</u>	<u>881,980</u>
<b>Net current assets</b>			
		<u>1,317,843</u>	<u>1,097,939</u>
<b>Total assets less current liabilities</b>			
		<u>1,317,843</u>	<u>1,097,939</u>
<b>Total net assets</b>		<u>1,317,843</u>	<u>1,097,939</u>
<b>Charity funds</b>			
Restricted funds	15	562,712	363,677
Unrestricted funds	15	755,131	734,262
		<u>1,317,843</u>	<u>1,097,939</u>
<b>Total funds</b>		<u>1,317,843</u>	<u>1,097,939</u>

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

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

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:



**J Lloyd**  
 (Chair of Trustees)  
 Date: 27/10/2025

**CITIZENS ADVICE MID MERCIA**  
(A company limited by guarantee)

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

	2025 £	2024 £
<b>Cash flows from operating activities</b>		
Net cash used in operating activities	134,571	203,209
<b>Cash flows from investing activities</b>		
Dividends, interests and rents from investments	24,435	9,828
<b>Net cash provided by investing activities</b>	24,435	9,828
<b>Change in cash and cash equivalents in the year</b>	159,006	213,037
Cash and cash equivalents at the beginning of the year	991,634	778,597
<b>Cash and cash equivalents at the end of the year</b>	<u>1,150,640</u>	<u>991,634</u>

The notes on pages 13 to 29 form part of these financial statements

---

**CITIZENS ADVICE MID MERCIA**  
**(A company limited by guarantee)**

---

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

---

**1. Accounting policies**

**1.1 Basis of preparation of financial statements**

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Citizens Advice Mid Mercia meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

**1.2 Company status**

The charity is a company limited by guarantee. The members of the company are the Trustees named on page 1. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

**1.3 Income**

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

Income from government and other grants is recognised when the charity has entitlement to the funds, any performance conditions attached to the grant have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Evidence of entitlement will usually exist when the formal offer of funding is communicated in writing to the charity. However some grants will contain terms or conditions that must be met before the charity has entitlement to the resources. Income received in advance for the provision of specified services is deferred until the criteria for income recognition are met.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

**1.4 Resources expended**

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. The primary functional activity of the charity is the giving of free and confidential advice to the public.

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

---

**1. Accounting policies (continued)**

**1.4 Resources expended (continued)**

Support costs include all those overhead costs of office and bureau accommodation, utility services, and other services and costs, which are in support of the activity.

Support costs also include the governance costs: costs of meeting the constitutional and statutory requirements of the charity, the audit fees and costs linked to the strategic management of the charity.

**1.5 Tangible fixed assets**

Tangible fixed assets costing £1,500 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following basis:

Freehold property	- 2% on cost
-------------------	--------------

**1.6 Operating leases**

Rentals under operating leases are charged to the Statement of financial activities incorporating income and expenditure account on a straight line basis over the lease term.

**1.7 Debtors**

Trade and other debtors are recognised at the settlement amount. Prepayments are valued at the amount prepaid.

**1.8 Cash at bank and in hand**

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**1.9 Liabilities and provisions**

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably. Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide. Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised within interest payable and similar charges.



---

**CITIZENS ADVICE MID MERCIA**  
**(A company limited by guarantee)**

---

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

---

**1. Accounting policies (continued)**

**1.10 Financial instruments**

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

**1.11 Taxation**

The charity is exempt from corporation tax on its charitable activities under section 505 of the Income and Corporation Taxes Act 1988. No provision for taxation has therefore been made in these accounts.

**1.12 Pensions**

The charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the charity to the fund in respect of the year.

**1.13 Fund accounting**

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

**2. Income from donations and legacies**

	<b>Unrestricted funds 2025 £</b>	<b>Restricted funds 2025 £</b>	<b>Total funds 2025 £</b>	<i>Total funds 2024 £</i>
Donations and gifts	-	1,055	<b>1,055</b>	938
	<hr/>	<hr/>	<hr/>	<hr/>
<i>Total 2024</i>	938	-	938	
	<hr/>	<hr/>	<hr/>	

**CITIZENS ADVICE MID MERCIA**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**3. Income from charitable activities**

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Gateway	-	1,439,595	<b>1,439,595</b>	1,038,035
Community Development	2,000	1,800,048	<b>1,802,048</b>	1,015,741
Family Support	-	499,496	<b>499,496</b>	245,786
Outreach	-	125,059	<b>125,059</b>	226,283
Debt & Financial Awareness	-	1,193,951	<b>1,193,951</b>	651,029
	<u>2,000</u>	<u>5,058,149</u>	<u><b>5,060,149</b></u>	<u>3,176,874</u>
<i>Total 2024</i>	<u>-</u>	<u>3,176,874</u>	<u>3,176,874</u>	

Funding from Government organisations can be analysed as follows:

	2025 £	2024 £
<b>South Derbyshire District Council</b>		
Bureau Funding	<b>65,280</b>	63,463
Capital Grant Funding	-	15,740
	<u><b>65,280</b></u>	<u>79,203</u>
<b>Derby City Council</b>		
Advocacy Service	<b>238,716</b>	177,216
Carers	<b>261,786</b>	245,786
	<u><b>500,502</b></u>	<u>423,002</u>
<b>Derbyshire County Council</b>		
Employment Advice	<b>10,400</b>	10,400
NHS Outreach	<b>139,366</b>	127,715
Autism Information and Advice	<b>95,172</b>	97,842
Food bank services	-	12,600
Wellbeing and community wellness	<b>7,350</b>	55,586
Low level support	<b>892,315</b>	-
	<u><b>1,144,603</b></u>	<u>304,143</u>

**CITIZENS ADVICE MID MERCIA**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**Other governmental organisations**

Tamworth Borough Council - Outreach	<b>240,791</b>	178,928
Winshill Parish Council	<b>5,500</b>	5,500
Birmingham City Council	<b>133,333</b>	-
Bolsover District Council	<b>17,480</b>	29,940
East Staffs Borough Council - COLA	<b>49,000</b>	12,250
Nottingham County Council - Autism Services	<b>90,202</b>	98,980
	<b>536,306</b>	325,598
	<b>2,246,691</b>	1,131,946

**4. Investment income**

	<b>Unrestricted funds 2025 £</b>	<b>Total funds 2025 £</b>	<i>Total funds 2024 £</i>
Bank interest	24,436	<b>24,436</b>	9,828

**5. Other incoming resources**

	<b>Restricted funds 2025 £</b>	<b>Total funds 2025 £</b>	<i>Total funds 2024 £</i>
Non-trade income	-	-	1,502

**CITIZENS ADVICE MID MERCIA**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**6. Analysis of expenditure on charitable activities**

**Summary by fund type**

	<b>Unrestricted funds 2025 £</b>	<b>Restricted funds 2025 £</b>	<b>Total 2025 £</b>	<i>Total 2024 £</i>
Gateway	1,060	1,356,355	<b>1,357,415</b>	1,010,210
Community Development	1,992	1,708,160	<b>1,710,152</b>	981,421
Family Support	552	478,898	<b>479,450</b>	240,737
Outreach	697	131,924	<b>132,621</b>	206,735
Debt & Financial Awareness	1,266	1,184,832	<b>1,186,098</b>	586,355
	<u>5,567</u>	<u>4,860,169</u>	<u><b>4,865,736</b></u>	<u>3,025,458</u>
<i>Total 2024</i>	<u>45,567</u>	<u>2,979,891</u>	<u>3,025,458</u>	

**7. Analysis of expenditure by activities**

	<b>Activities undertaken directly 2025 £</b>	<b>Support costs 2025 £</b>	<b>Total funds 2025 £</b>	<i>Total funds 2024 £</i>
Gateway	1,065,011	292,404	<b>1,357,415</b>	1,010,210
Community Development	1,516,488	193,664	<b>1,710,152</b>	981,421
Family Support	377,636	101,814	<b>479,450</b>	240,737
Outreach	116,039	16,582	<b>132,621</b>	206,735
Debt & Financial Awareness	971,181	214,917	<b>1,186,098</b>	586,355
	<u>4,046,355</u>	<u>819,381</u>	<u><b>4,865,736</b></u>	<u>3,025,458</u>
<i>Total 2024</i>	<u>2,362,261</u>	<u>663,197</u>	<u>3,025,458</u>	

**CITIZENS ADVICE MID MERCIA**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**7. Analysis of expenditure by activities (continued)**

**Analysis of support costs**

	Gateway 2025 £	Community Develop- ment 2025 £	Family Support 2025 £	Outreach 2025 £
Staff costs	129,861	83,032	47,158	5,878
Depreciation	1,060	1,992	552	697
Staff & volunteer costs	7,620	4,943	2,484	414
Office costs	63,651	46,982	21,817	4,669
Premises costs	60,531	31,252	15,824	2,432
Governance	9,105	11,901	5,801	1,171
Other costs	20,576	13,562	8,178	1,321
	<u>292,404</u>	<u>193,664</u>	<u>101,814</u>	<u>16,582</u>
<i>Total 2024</i>	<u><u>257,244</u></u>	<u><u>195,938</u></u>	<u><u>66,459</u></u>	<u><u>39,900</u></u>

	Debt & Financial Awareness 2025 £	Total funds 2025 £	Total funds 2024 £
Staff costs	95,221	<b>361,150</b>	320,928
Depreciation	1,266	<b>5,567</b>	5,567
Staff & volunteer costs	5,612	<b>21,073</b>	21,988
Office costs	53,012	<b>190,131</b>	153,114
Premises costs	33,020	<b>143,059</b>	82,307
Governance	13,155	<b>41,133</b>	43,033
Other costs	13,631	<b>57,268</b>	36,260
	<u>214,917</u>	<u><b>819,381</b></u>	<u>663,197</u>
<i>Total 2024</i>	<u><u>103,656</u></u>	<u><u>663,197</u></u>	

**CITIZENS ADVICE MID MERCIA**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**8. Auditor's remuneration**

	<b>2025</b> £	<i>2024</i> £
Fees payable to the charity's auditor for the audit of the charity's annual accounts	<b>6,825</b>	<i>6,500</i>

**9. Staff costs**

	<b>2025</b> £	<i>2024</i> £
Wages and salaries	<b>2,822,618</b>	<i>1,953,966</i>
Social security costs	<b>246,847</b>	<i>160,612</i>
Contribution to defined contribution pension schemes	<b>199,674</b>	<i>132,168</i>
	<b>3,269,139</b>	<i>2,246,746</i>

The average number of persons employed by the charity during the year was as follows:

	<b>2025</b>	<i>2024</i>
Charitable purposes	<b>103</b>	<i>78</i>
Support and governance	<b>10</b>	<i>9</i>
	<b>113</b>	<i>87</i>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	<b>2025</b> No.	<i>2024</i> No.
In the band £60,001 - £70,000	<b>1</b>	<i>1</i>
In the band £70,001 - £80,000	<b>1</b>	<i>-</i>

**10. Trustees' remuneration and expenses**

During the year, no Trustees received any remuneration or other benefits (*2024 - £NIL*).

During the year ended 31 March 2025, expenses totaling £889 were reimbursed or paid directly to 1 Trustee (*2024 - £3,629*)

**CITIZENS ADVICE MID MERCIA**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**11. Tangible fixed assets**

	Freehold property £
<b>Cost</b>	
At 1 April 2024	278,319
At 31 March 2025	<u>278,319</u>
<b>Depreciation</b>	
At 1 April 2024	62,359
Charge for the year	5,567
At 31 March 2025	<u>67,926</u>
<b>Net book value</b>	
At 31 March 2025	<u><u>210,393</u></u>
At 31 March 2024	<u><u>215,960</u></u>

**12. Debtors**

	2025 £	2024 £
<b>Due within one year</b>		
Trade debtors	200,900	153,423
Other debtors	49,554	7,579
Prepayments and accrued income	135,546	145,752
	<u>386,000</u>	<u>306,754</u>

**13. Current asset investments**

	2025 £	2024 £
Short term investments	<u>177,276</u>	<u>170,000</u>

**CITIZENS ADVICE MID MERCIA**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**14. Creditors: Amounts falling due within one year**

	2025 £	2024 £
Trade creditors	63,177	80,788
Other taxation and social security	156,817	45,992
Other creditors	43,499	-
Accruals and deferred income	165,697	289,628
	<u>429,190</u>	<u>416,408</u>
	2025 £	2024 £
<b>Deferred Income</b>		
Deferred income at 1 April 2024	225,785	197,877
Resources deferred during the year	111,652	225,785
Amounts released from previous periods	(216,393)	(197,877)
	<u>121,044</u>	<u>225,785</u>

Deferred income relates to grant income received where funders had specified conditions on the spend period.



**CITIZENS ADVICE MID MERCIA**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**15. Statement of funds**

**Statement of funds - current year**

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2025 £
<b>Unrestricted funds</b>					
<b>Designated funds</b>					
Fixed asset fund	215,959	-	(5,567)	-	210,392
Dilapidation & emergency asset repair fund	16,000	-	-	-	16,000
Staff redundancy & closure contingency fund	130,000	-	-	-	130,000
Development fund	40,000	-	-	(24,533)	15,467
	<u>401,959</u>	<u>-</u>	<u>(5,567)</u>	<u>(24,533)</u>	<u>371,859</u>
<b>General funds</b>					
General funds	<u>332,303</u>	<u>26,436</u>	<u>-</u>	<u>24,533</u>	<u>383,272</u>
<b>Total Unrestricted funds</b>	<u>734,262</u>	<u>26,436</u>	<u>(5,567)</u>	<u>-</u>	<u>755,131</u>
<b>Restricted funds</b>					
Gateway	157,586	1,440,254	(1,345,451)	-	252,389
Community development	30,441	1,800,444	(1,719,065)	-	111,820
Family support	3,687	499,496	(478,898)	-	24,285
Outreach	44,428	125,059	(131,923)	-	37,564
Debt and financial services	127,535	1,193,951	(1,184,832)	-	136,654
	<u>363,677</u>	<u>5,059,204</u>	<u>(4,860,169)</u>	<u>-</u>	<u>562,712</u>
<b>Total of funds</b>	<u><u>1,097,939</u></u>	<u><u>5,085,640</u></u>	<u><u>(4,865,736)</u></u>	<u><u>-</u></u>	<u><u>1,317,843</u></u>

**CITIZENS ADVICE MID MERCIA**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**15. Statement of funds (continued)**

**Statement of funds - prior year**

	<i>Balance at 1 April 2023 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>As restated Balance at 31 March 2023 £</i>
<b>Unrestricted funds</b>					
<b>Designated funds</b>					
Fixed asset fund	237,616	-	(5,567)	(16,090)	215,959
Dilapidation & emergency asset repair fund	16,000	-	-	-	16,000
Staff redundancy & closure contingency fund	77,000	-	-	53,000	130,000
Development fund	80,000	-	(40,000)	-	40,000
	<u>410,616</u>	<u>-</u>	<u>(45,567)</u>	<u>36,910</u>	<u>401,959</u>
<b>General funds</b>					
General funds	358,447	10,766	-	(36,910)	332,303
	<u>358,447</u>	<u>10,766</u>	<u>-</u>	<u>(36,910)</u>	<u>332,303</u>
<b>Total Unrestricted funds</b>	<u>769,063</u>	<u>10,766</u>	<u>(45,567)</u>	<u>-</u>	<u>734,262</u>
<b>Restricted funds</b>					
Gateway	114,580	1,038,035	(995,029)	-	157,586
Community development	(19,866)	1,017,243	(966,936)	-	30,441
Family support	(5,143)	245,786	(236,956)	-	3,687
Outreach	21,889	226,283	(203,744)	-	44,428
Debt and financial services	53,732	651,029	(577,226)	-	127,535
	<u>165,192</u>	<u>3,178,376</u>	<u>(2,979,891)</u>	<u>-</u>	<u>363,677</u>
<b>Total of funds</b>	<u>934,255</u>	<u>3,189,142</u>	<u>(3,025,458)</u>	<u>-</u>	<u>1,097,939</u>

---

**CITIZENS ADVICE MID MERCIA**  
**(A company limited by guarantee)**

---

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

---

**16. Fund Descriptions and Transfers**

**Designated funds**

Designated funds are allocated out of unrestricted funds by the trustees for specific purposes. The use of such funds is at the trustees' discretion.

Fixed asset fund

The Charities SORP specifically allows funds held as tangible fixed assets for charity use to be excluded from reserves. This recognises that certain assets will be used operationally and their disposal may adversely impact on a charity's ability to deliver its aims. Clearly all the fixed assets of the charity are essential to the delivery of our charitable aims and could not be disposed of without adversely impacting our operations. The carrying value of the Fixed Assets less the secured loan balance is therefore set aside as designated funds in the balance sheet and is excluded from the free reserve (General fund) calculation.

Building dilapidation & emergency asset repair fund

Routine maintenance of the building is covered in the annual budget. However, due to the age of the property - it was built circa late 1800's, parts of the structure are tired and a fund is required for dealing with the dilapidation and to cover major emergency repairs which could impact on the security or disrupt the operation of the charity from the premises.

Staff redundancy & closure contingency fund

Were the charity have to close it would incur a number of winding up costs. Although the trustees expect the charity to continue its activities for a very long time they nevertheless believe that it is their duty to be prudent and to protect the charity's reputation by ensuring it is able to meet its financial commitments in the event of a winding up. Therefore the trustees have created a designated fund reflecting the cost of staff redundancies, professional and other costs that would arise should the charity have to close, or to operate with a much lower level of activity with significantly fewer staff. The amount of this fund will be reviewed annually to take into account any changes in circumstances, legislation and staff.

Development fund

Provision of an organisational priority to recruit, train and deploy volunteer generalist advisers to support the community that we serve.

**Restricted funds**

Gateway

Our Gateway Assessment Service aims to improve access to the best, consistent & practical information, support & advice and where applicable to determine the most appropriate next step(s) that needs to be taken by our clients and to enable them in taking that next step(s). Our team's primary purpose is to ensure that those with lesser need(s) can be dealt with quickly and efficiently and those with greater need(s) can use this as a Gateway to receive the level and depth of help required, again quickly and efficiently. To help with aspects of this we have been supported with funds from Good Things Foundation - formerly Tinder Foundation (HMRC Digital Inclusion & Digital Health Information and Google Digital Garage); Metropolitan Housing (Energy Training), Trussell Trust (Food Bank Services) & Aperture (Debt client referrals).

Community Development

The Community Development Project is a number of funds all aiming to build a stronger and more resilient local community by promoting the knowledge, skills & tools needed so the disadvantaged can have access & take part in the issues that affect their lives.

D2N2: part of the Building Better Opportunities Programme, supported by the Big Lottery & the European

---

**CITIZENS ADVICE MID MERCIA**  
**(A company limited by guarantee)**

---

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

---

Social Fund (E.S.F). An experienced Personal Navigator provides individual support, an assessment of financial well-being and a Personal Finance Resilience Plan and by providing support with current financial circumstances, including debt, benefits, banking and any other aspects, financial capability support/training is tailored to the needs of the participant, including the option of a Money Mentor.

Self Support: a fund supported by Derbyshire County Council (Expert Patient Programme) and incorporating The Living with A Long Term Condition (LWLTC) programme. LWLTC is a free 6-week course that can help a person to take more control of their health by learning new skills and strategies to manage their condition on a daily basis.

Innovation service: National project to test innovative ideas that will enhance service and lives for people across the UK

Family Support

Our Family Support Project is designed to offer targeted support and advice to families who often need more than generalist advice.

Universal service for carers: free, confidential and impartial service dedicated solely to the holistic support of unpaid carers in Derby City.

Outreach

The purpose of our Outreach Project, including Outreach Contracts, is to establish advice sessions in the heart of the community. The majority of the services we offer are now deliverables at venues throughout South Derbyshire, which means that our clients are able to access our services as soon as possible, in a venue and at a time that is most convenient for them.

GP Advisory Service: a project funded by 'Derbyshire County Council Public Health' and designed to help address health inequalities by tackling poverty-related determinants of health. Clients using this service have advice needs related to illness or disability (such as welfare benefit enquiries or debt problems).

EU-resettlement service: practical support to vulnerable EU, EEA and Swiss citizens (and their non – EU family members) through information-giving, advice and provision of technology and assistance to help them make a scheme application.

Trussell Trust: Citizens Advice, in partnership with The Trussell Trust, provides a freephone helpline for people who cannot afford food and help them obtain an e-voucher for a local food parcel. It also provides information & advice on the issues that are causing financial hardship in order to move the client forward.

Debt and Financial services

Casework: providing free quality and consistent debt management.

**Transfers between funds**

The transfer from the development fund to general funds more accurately represents expected costs.

The transfer between the fixed asset fund and the general fund aligns the carrying value with the calculation outlined above.

The transfer between the general fund and the staff redundancy & closure contingency fund is made to reflect the potential costs based upon circumstances, legislation and staff.

**CITIZENS ADVICE MID MERCIA**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**17. Summary of funds**

**Summary of funds - current year**

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2025 £
Designated funds	401,959	-	(5,567)	(24,533)	371,859
General funds	332,303	26,436	-	24,533	383,272
Restricted funds	363,677	5,059,204	(4,860,169)	-	562,712
	<u>1,097,939</u>	<u>5,085,640</u>	<u>(4,865,736)</u>	<u>-</u>	<u>1,317,843</u>

**Summary of funds - prior year**

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	As restated Balance at 31 March 2023 £
Designated funds	410,616	-	(45,567)	36,910	401,959
General funds	358,447	10,766	-	(36,910)	332,303
Restricted funds	165,192	3,178,376	(2,979,891)	-	363,677
	<u>934,255</u>	<u>3,189,142</u>	<u>(3,025,458)</u>	<u>-</u>	<u>1,097,939</u>

**18. Analysis of net assets between funds**

**Analysis of net assets between funds - current year**

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £
Tangible fixed assets	210,393	-	210,393
Current assets	824,164	712,476	1,536,640
Creditors due within one year	(308,146)	(121,044)	(429,190)
Provisions for liabilities and charges	28,720	(28,720)	-
<b>Total</b>	<u>755,131</u>	<u>562,712</u>	<u>1,317,843</u>

**CITIZENS ADVICE MID MERCIA**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**18. Analysis of net assets between funds (continued)**

**Analysis of net assets between funds - prior year**

	<i>Unrestricted funds 2024 £</i>	<i>Restricted funds 2024 £</i>	<i>Total funds 2024 £</i>
Tangible fixed assets	215,959	-	215,959
Current assets	708,926	589,462	1,298,388
Creditors due within one year	(190,623)	(225,785)	(416,408)
<b>Total</b>	<u>734,262</u>	<u>363,677</u>	<u>1,097,939</u>

**19. Reconciliation of net movement in funds to net cash flow from operating activities**

	<b>2025 £</b>	<b>2024 £</b>
Net income for the year (as per Statement of Financial Activities)	<b>219,904</b>	163,684
<b>Adjustments for:</b>		
Depreciation charges	<b>5,567</b>	5,567
Dividends, interests and rents from investments	<b>(24,436)</b>	(9,828)
(Increase)/decrease in debtors	<b>(79,246)</b>	(62,948)
Increase/(decrease) in creditors	<b>12,782</b>	106,734
<b>Net cash provided by operating activities</b>	<u><b>134,571</b></u>	<u>203,209</u>

**20. Analysis of cash and cash equivalents**

	<b>2025 £</b>	<b>2024 £</b>
Cash in hand	<b>973,364</b>	821,634
Short term investments	<b>177,276</b>	170,000
<b>Total cash and cash equivalents</b>	<u><b>1,150,640</b></u>	<u>991,634</u>

**CITIZENS ADVICE MID MERCIA**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**21. Analysis of changes in net debt**

	At 1 April 2024 £	Cash flows £	At 31 March 2025 £
Cash at bank and in hand	821,634	151,730	973,364
Liquid investments	170,000	7,276	177,276
	<u>991,634</u>	<u>159,006</u>	<u>1,150,640</u>

**22. Related party transactions**

Owing to the composition of the Trustees Board being drawn from local Council's, expected transactions such as business rates are not as a result of their appointments. All transactions involving such organisations are conducted at arm's length.

**23. Operating lease commitments**

At 31 March 2025 the charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2025 £	2024 £
Not later than 1 year	33,734	11,872
Later than 1 year and not later than 5 years	44,979	-
	<u>78,713</u>	<u>11,872</u>