

Company registration number: 05540011

Charity registration number: 1111611

# Citizens Advice East Lancashire

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2025

KM  
Chartered Accountants  
1st Floor, Block C  
The Wharf  
Manchester Road  
Burnley  
Lancashire  
BB11 1JG

# **Citizens Advice East Lancashire**

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## **Citizens Advice East Lancashire**

### **Reference and Administrative Details**

<b>Trustees</b>	Miss A C McIntyre
	Mr B Hobbs
	Mr H S McGinn
	Mr J M Blackburn
	Mr J N Pilling
	Miss M Khan-Israel
	Cllr M Procter
	Mr P J Kenyon
	Mr P M Manley
<b>Charity Registration Number</b>	1111611
<b>Company Registration Number</b>	05540011
<b>Registered Office</b>	The charity is incorporated in England.
	1st Floor, Block C
	The Wharf
	Manchester Road
	Burnley
	Lancashire
	BB11 1JG
<b>Auditor</b>	KM
	Chartered Accountants
	1st Floor, Block C
	The Wharf
	Manchester Road
	Burnley
	Lancashire
<b>Bankers</b>	BB11 1JG
	Unity Trust Bank
	Four Brindley Place
	Birmingham
	B1 2JB

## **Citizens Advice East Lancashire**

### **Trustees' Report**

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

#### **Trustees and officers**

The trustees and officers serving during the year and since the year end were as follows:

Trustees:	Miss A C McIntyre
	Mr B Hobbs
	Mr D R J Penney (resigned 22 July 2024)
	Mr H S McGinn
	Mr J M Blackburn
	Mr J N Pilling
	Mr M Abdullah (resigned 9 May 2024)
	Miss M Khan-Israel
	Cllr M Procter
	Mr P J Kenyon
	Mr P Laskey (resigned 19 July 2024)
	Mr P M Manley
	Mr S Ahmed (resigned 9 May 2024)

#### **Objectives of CAEL**

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

The objects of the Charity, as set out in the Articles of Association, and as at the date of signing these accounts are to promote any charitable purpose for the benefit of the community in Burnley, Pendle, Rossendale, Hyndburn and the Ribble Valley ('the area of benefit') by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

The aims of Citizens' Advice nationally which are supported and implemented by ourselves, are:

1. To ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the services available to them through an inability to express their needs effectively, and
2. To exercise a responsible influence on the development of social policies and services, both locally and nationally.

The Charity seeks to provide independent, free, confidential and impartial advice to everyone regardless of race, gender, sexuality, disability, nationality, religion or age. In all aspects of its work, the service recognises the positive value of diversity, promotes equality and challenges discrimination.

# **Citizens Advice East Lancashire**

## **Trustees' Report**

### **Summary of performance**

Citizens Advice East Lancashire (CAEL) is the amalgamation of the former Rossendale & Hyndburn and Ribble Valley services into the Burnley & Pendle company, changing its name as part of this process. Both of the former companies have been dissolved and deregistered with the Charity Commission.

The management of the merged charity, its structures, ethics and projects has been and still is an ongoing task, but good progress continues to be made.

During the financial year we parted company with our former Chief Executive Officer which, with the support of external professional assistance, has allowed us the opportunity to review the organisation and secure its foundations for the future, alongside the appointment of a new CEO since the year end.

CAEL is now a charity with income exceeding £1m, with strong reserves and in excess of sixty staff and volunteers operating out of three main offices with allied satellite premises in use.

We work to protect financial security as far as possible in our sector and operate in a market that offers both smaller local projects and larger projects covering the wider area we now represent. In addition it allows us to operate projects that are directly targeted at a restricted community group as our access to larger disadvantaged communities strengthen our position.

There is still much work to do as an organisation but we are committed to completing that work as soon as we can to lay the foundations of a successful future for CAEL, its funders and its clients.

Our key statistics show that CAEL reached over 11,000 people with nearly 49,000 advice issues with financial outcomes of 34.4m. During the year Universal Credit problems were by far the greatest enquiry area we dealt with covering 33.2% of our work. It is also significant that 60% of the people we helped had long term health issues or disabilities.

### **Financial Review**

Project funding included those from, amongst others, Universal Credit - Help to Claim, HMRC, MAPS, and Household Support.

A surplus on the general fund of £178,210 which includes a surplus on the disposal of the premises in Nelson of £163,071 (sale proceeds of £175,000) is added to reserves brought forward giving a balance carried forward of £1,069,551. A deficit on the restricted funds of £28,056 is subtracted from reserves brought forward giving a balance of £13,000. Overall this resulted in total funds carried forward of £1,082,551.

The funding supported the objectives of the Charity by enabling it to work towards solutions for people that allow them to progress and benefit in whichever field they have a need, including education, health, relief of poverty through the receipt of benefits or the management of debts. Our work alleviates distress in all its manifestations.

### **Reserves Policy**

At the year end the general reserve amounted to £1,069,551. Due to uncertainty over receipt of grant and contract income, the trustees hold this reserve for:

1. Working capital to cover staff and running costs of the charity
2. Future development of the charity

The trustees continue to develop their reserves policies.

## **Citizens Advice East Lancashire**

### **Trustees' Report**

#### **Fundraising disclosures**

The charity does not engage in fundraising and therefore no disclosures are made as required by the Charities Act 2006.

#### **Public benefit**

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

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

##### **Governing document**

The Charity is a company limited by guarantee, which is governed by its Memorandum and Articles of Association which were first agreed on 18 August 2005, revised on 29 April 2014, and revised again on 12 September 2024. The members of the company are the trustees.

The charity is headed by its Trustees, who delegate day to day running of the charity to the Chief Officer and his team.

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

In addition to those recruited by the existing trustees, both Burnley Borough Council and Pendle Borough Council are each entitled to appoint two members to the board, although this is not always exercised. Council members do from time to time attend board meetings as observers (both provide unrestricted funding and we are grateful to them for their contribution to the work of the charity).

##### **Major risks and management of those risks**

The trustees have a comprehensive risk management system through their membership of the National Association of CAB's. Particular risks include safeguarding (DBS disclosures as required), financial, reputational and the giving of advice.


##### **Disclosure of information to auditor**

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

##### **Small companies provision statement**

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

The annual report was approved by the trustees of the charity on 14 August 2025 and signed on its behalf by:



.....  
Mr B Hobbs  
Trustee

## **Citizens Advice East Lancashire**

### **Statement of Responsibilities**

The trustees (who are also the directors of Citizens Advice East Lancashire for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

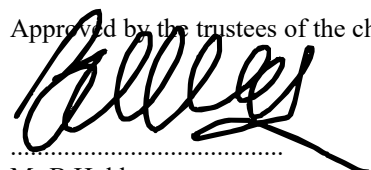
Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources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

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

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

Approved by the trustees of the charity on 14 August 2025 and signed on its behalf by:



.....  
Mr B Hobbs  
Trustee

## **Citizens Advice East Lancashire**

### **Independent Auditor's Report to the Members of Citizens Advice East Lancashire**

#### **Opinion**

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

In our opinion the financial statements:

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

#### **Basis for opinion**

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

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

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

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

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

#### **Other information**

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

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

We have nothing to report in this regard.



## **Citizens Advice East Lancashire**

### **Independent Auditor's Report to the Members of Citizens Advice East Lancashire**

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

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

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

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

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

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

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

#### **Responsibilities of trustees**

As explained more fully in the Statement of Responsibilities (set out on page 5), the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

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

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

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 specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below.

Our approach to identifying and assessing the risks of material misstatement respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charity through discussions with trustees and other management, and from our knowledge and experience of the charity sector;

## **Citizens Advice East Lancashire**

### **Independent Auditor's Report to the Members of Citizens Advice East Lancashire**

- we focussed on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charity, including the Charities Act 2011;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- we identified laws and regulations which were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures on material balances for which robust, substantive analytical procedures have been undertaken to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions; and
- investigated the rationale behind significant or unusual transactions.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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

## **Citizens Advice East Lancashire**

### **Independent Auditor's Report to the Members of Citizens Advice East Lancashire**



.....  
Mark Heaton FCCA FCIE DChA (Senior Statutory Auditor)  
For and on behalf of KM, Statutory Auditor

1st Floor, Block C  
The Wharf  
Manchester Road  
Burnley  
Lancashire  
BB11 1JG

14 August 2025

## Citizens Advice East Lancashire

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

	Note	Unrestricted £	Restricted £	Total 2025 £	Unrestricted £	Restricted £	Total 2024 £
<b>Income from:</b>							
Donations	4	12	-	12	231,318	97,165	328,483
Charitable activities	5	187,150	1,308,746	1,495,896	230,982	1,226,531	1,457,513
Bank interest receivable		15,563	-	15,563	2,259	-	2,259
Other income	6	163,071	-	163,071	423	-	423
Total income		<u>365,796</u>	<u>1,308,746</u>	<u>1,674,542</u>	<u>464,982</u>	<u>1,323,696</u>	<u>1,788,678</u>
<b>Expenditure on:</b>							
Charitable activities	7	<u>(300,847)</u>	<u>(1,223,541)</u>	<u>(1,524,388)</u>	<u>(135,391)</u>	<u>(1,272,827)</u>	<u>(1,408,218)</u>
Total expenditure		<u>(300,847)</u>	<u>(1,223,541)</u>	<u>(1,524,388)</u>	<u>(135,391)</u>	<u>(1,272,827)</u>	<u>(1,408,218)</u>
Net income		64,949	85,205	150,154	329,591	50,869	380,460
Transfers between funds		<u>113,261</u>	<u>(113,261)</u>	<u>-</u>	<u>41,645</u>	<u>(41,645)</u>	<u>-</u>
Net movement in funds		178,210	(28,056)	150,154	371,236	9,224	380,460
<b>Reconciliation of funds</b>							
Total funds brought forward		<u>891,341</u>	<u>41,056</u>	<u>932,397</u>	<u>520,105</u>	<u>31,832</u>	<u>551,937</u>
Total funds carried forward	17	<u><u>1,069,551</u></u>	<u><u>13,000</u></u>	<u><u>1,082,551</u></u>	<u><u>891,341</u></u>	<u><u>41,056</u></u>	<u><u>932,397</u></u>

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

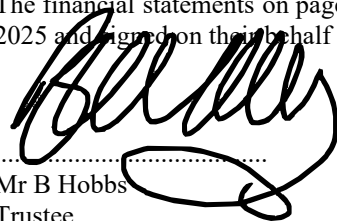
The funds breakdown for 2024 is shown in note 17.

The notes on pages 13 to 21 form an integral part of these financial statements.

**Citizens Advice East Lancashire**  
**(Registration number: 05540011)**  
**Balance Sheet as at 31 March 2025**

	Note	2025 £	2024 £
<b>Fixed assets</b>			
Tangible assets	13	-	12,109
<b>Current assets</b>			
Debtors	14	209,651	62,936
Cash at bank and in hand		995,285	928,362
		1,204,936	991,298
<b>Creditors: Amounts falling due within one year</b>	15	(122,385)	(71,010)
<b>Net current assets</b>		1,082,551	920,288
<b>Net assets</b>		1,082,551	932,397
<b>Funds of the charity:</b>			
<b>Restricted income funds</b>			
Restricted funds		13,000	41,056
<b>Unrestricted income funds</b>			
Unrestricted funds		1,069,551	891,341
<b>Total funds</b>	17	1,082,551	932,397

The financial statements on pages 10 to 21 were approved by the trustees, and authorised for issue on 14 August 2025 and signed on their behalf by:

  
 .....  
 Mr B Hobbs  
 Trustee

The notes on pages 13 to 21 form an integral part of these financial statements.

## Citizens Advice East Lancashire

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

	Note	2025 £	2024 £
<b>Cash flows from operating activities</b>			
Net cash income		150,154	380,460
<b>Adjustments to cash flows from non-cash items</b>			
Depreciation		-	2,000
Investment income		(15,563)	(2,259)
Profit on disposal of tangible fixed assets	6	<u>(162,891)</u>	<u>-</u>
		(28,300)	380,201
<b>Working capital adjustments</b>			
Increase in debtors	14	(146,715)	(48,817)
Increase/(decrease) in creditors	15	<u>51,375</u>	<u>(51,866)</u>
Net cash flows from operating activities		<u>(123,640)</u>	<u>279,518</u>
<b>Cash flows from investing activities</b>			
Interest receivable and similar income		15,563	2,259
Sale of tangible fixed assets		<u>175,000</u>	<u>-</u>
Net cash flows from investing activities		<u>190,563</u>	<u>2,259</u>
Net increase in cash and cash equivalents		66,923	281,777
Cash and cash equivalents at 1 April		<u>928,362</u>	<u>646,585</u>
Cash and cash equivalents at 31 March		<u><u>995,285</u></u>	<u><u>928,362</u></u>

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

The notes on pages 13 to 21 form an integral part of these financial statements.

## **Citizens Advice East Lancashire**

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

#### **1 Charity status**

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

The address of its registered office is:

1st Floor, Block C  
The Wharf  
Manchester Road  
Burnley  
Lancashire  
BB11 1JG

These financial statements were authorised for issue by the trustees on 14 August 2025.

#### **2 Accounting policies**

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

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

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

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

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

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

##### **Going concern**

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

##### **Income**

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

##### **Expenditure**

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably.

## **Citizens Advice East Lancashire**

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

#### **Charitable activities**

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

#### **Governance costs**

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees meetings and reimbursed expenses.

#### **Taxation**

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

#### **Tangible fixed assets**

Individual fixed assets costing £2000 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

#### **Depreciation**

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

<b>Asset class</b>	<b>Depreciation method and rate</b>
Freehold property	2% on cost
Computer equipment	25% on cost
Fixtures and fittings	25% on cost

#### **Trade creditors**

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers.

#### **Fund structure**

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

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

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



## Citizens Advice East Lancashire

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

#### Pensions and other post retirement obligations

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

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

### 3 Judgements and key sources of estimation uncertainty

#### 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 periods.

#### Key sources of estimation uncertainty

The estimates and assumptions which have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities are as follows.

#### Depreciation

The depreciation expense is the recognition of the decline in the value of the asset and allocation of the cost of the asset over the periods in which the asset will be used. Judgements are made as to the estimated useful life of the assets; these are regularly reviewed to reflect the changing environment.

#### Deferred and accrued income

Deferred and accrued income is based on the assumption that the amounts received or to be received are recognised in the period in which the work was done. Any amounts estimated are based on past experiences and amounts received after the year end. These judgements are regularly reviewed to reflect the changing environment.

### 4 Income from donations

	Unrestricted		
	General	Total	Total
	£	2025	2024
		£	£
Donations	12	12	328,483
	12	12	328,483

Donations in the prior year included £324,752 being the transfer of funds from Citizens Advice Rossendale & Hyndburn on cessation of its activities on 30th June 2023.

## Citizens Advice East Lancashire

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

#### 5 Income from charitable activities

	Unrestricted		Total 2025	Total 2024
	General £	Restricted £	£	£
Advice Services	187,150	1,308,746	1,495,896	1,457,513
	<u>187,150</u>	<u>1,308,746</u>	<u>1,495,896</u>	<u>1,457,513</u>
Grants received, included in the above, are as follows:				
General Advice	187,150	-	187,150	154,434
CitA Energy	-	-	-	36,973
Cadent	-	-	-	39,575
Help to Claim	-	378,140	378,140	320,688
HMRC Grants	-	62,898	62,898	44,077
United Utilities	-	30,000	30,000	40,000
Energy Redress	-	32,459	32,459	27,551
MAPS	-	244,203	244,203	243,033
ICB	-	-	-	34,150
Crisis Support Recovery	-	-	-	101,311
Macmillan	-	61,913	61,913	44,392
Household Support Fund	-	266,150	266,150	212,500
BGET SCRAP	-	190,150	190,150	133,929
Henry Smith	-	42,833	42,833	24,900
	<u>187,150</u>	<u>1,308,746</u>	<u>1,495,896</u>	<u>1,457,513</u>

#### 6 Other income

	Unrestricted	Total 2025	Total 2024
	General £	£	£
Gains on sale of tangible fixed assets for charity's own use	162,891	162,891	-
Other income	<u>180</u>	<u>180</u>	<u>423</u>
	<u>163,071</u>	<u>163,071</u>	<u>423</u>

## Citizens Advice East Lancashire

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

#### 7 Expenditure on charitable activities

		Unrestricted funds General	Restricted funds	Total 2025	Total 2024
	Note	£	£	£	£
Advice Services		80,399	392,162	472,561	454,497
Staff costs		214,284	831,379	1,045,663	947,534
Governance costs	8	6,164	-	6,164	6,187
		<u>300,847</u>	<u>1,223,541</u>	<u>1,524,388</u>	<u>1,408,218</u>

#### 8 Analysis of governance and support costs

##### Governance costs

		Unrestricted funds General	Total 2025	Total 2024
	Note	£	£	£
Audit of the financial statements	9	5,000	5,000	5,060
Trustees remuneration and expenses	10	1,164	1,164	1,127
		<u>6,164</u>	<u>6,164</u>	<u>6,187</u>

#### 9 Auditors' remuneration

	2025 £	2024 £
Audit of the financial statements	<u>5,000</u>	<u>5,060</u>

#### 10 Trustees remuneration and expenses

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

Two trustees received £1,164 in expenses for travelling.

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

## Citizens Advice East Lancashire

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

#### 11 Staff costs

The aggregate payroll costs were as follows:

	2025 £	2024 £
<b>Staff costs during the year were:</b>		
Wages and salaries	946,577	858,686
Social security costs	77,017	69,224
Pension costs	22,069	19,624
	<u>1,045,663</u>	<u>947,534</u>

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

	2025 No	2024 No
Advice	32	28
Administration/management	12	11
	<u>44</u>	<u>39</u>

During the year, the charity made redundancy and/or termination payments which totalled £Nil (2024 - £26,000).

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

#### 12 Taxation

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

## Citizens Advice East Lancashire

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

#### 13 Tangible fixed assets

	Freehold property £	Furniture and equipment £	Total £
<b>Cost</b>			
At 1 April 2024	50,013	22,927	72,940
Disposals	<u>(50,013)</u>	<u>(22,927)</u>	<u>(72,940)</u>
At 31 March 2025	<u>-</u>	<u>-</u>	<u>-</u>
<b>Depreciation</b>			
At 1 April 2024	37,904	22,927	60,831
Eliminated on disposals	<u>(37,904)</u>	<u>(22,927)</u>	<u>(60,831)</u>
At 31 March 2025	<u>-</u>	<u>-</u>	<u>-</u>
<b>Carrying amount</b>			
At 31 March 2025	<u>-</u>	<u>-</u>	<u>-</u>
At 31 March 2024	<u>12,109</u>	<u>-</u>	<u>12,109</u>

#### 14 Debtors

	2025 £	2024 £
Prepayments	10,335	-
Accrued income	197,546	62,631
Other debtors	<u>1,770</u>	<u>305</u>
	<u>209,651</u>	<u>62,936</u>

#### 15 Creditors:

	2025 £	2024 £
Trade creditors	98,641	13,203
Other taxation and social security	16,294	20,687
Other creditors	-	246
Accruals	<u>7,450</u>	<u>36,874</u>
	<u>122,385</u>	<u>71,010</u>

#### 16 Pension and other schemes

##### Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £22,069 (2024 - £19,624).

## Citizens Advice East Lancashire

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

#### 17 Funds

	Balance at 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2025 £
<b>Unrestricted</b>					
General Fund	879,232	365,796	(300,847)	125,370	1,069,551
Fixed Assets	12,109	-	-	(12,109)	-
	<u>891,341</u>	<u>365,796</u>	<u>(300,847)</u>	<u>113,261</u>	<u>1,069,551</u>
<b>Restricted</b>					
Help to Claim	-	378,140	(378,140)	-	-
HMRC Grants	9,628	62,898	(72,526)	-	-
United Utilities	-	30,000	(30,000)	-	-
Household Support Fund	-	266,150	(163,413)	(89,737)	13,000
Energy Redress	-	32,459	(32,459)	-	-
MAPS	-	244,203	(220,679)	(23,524)	-
Crisis Support Recovery	28,835	-	(28,835)	-	-
Macmillan	-	61,913	(61,913)	-	-
BGET SCARP	2,593	190,150	(192,743)	-	-
Henry Smith	-	42,833	(42,833)	-	-
	<u>41,056</u>	<u>1,308,746</u>	<u>(1,223,541)</u>	<u>(113,261)</u>	<u>13,000</u>
<b>Total funds</b>	<u>932,397</u>	<u>1,674,542</u>	<u>(1,524,388)</u>	<u>-</u>	<u>1,082,551</u>

## Citizens Advice East Lancashire

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

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
<b>Unrestricted</b>					
General Fund	505,996	464,982	(133,391)	41,645	879,232
Fixed Assets	14,109	-	(2,000)	-	12,109
	<u>520,105</u>	<u>464,982</u>	<u>(135,391)</u>	<u>41,645</u>	<u>891,341</u>
<b>Restricted</b>					
Awards for All	3,920	-	(3,920)	-	-
Help to Claim	-	320,688	(320,688)	-	-
HMRC Grants	7,912	44,077	(14,116)	(28,245)	9,628
United Utilities	-	40,000	(40,000)	-	-
Household Support Fund	20,000	295,339	(315,339)	-	-
Energy Redress	-	27,551	(27,551)	-	-
MAPS	-	243,033	(229,633)	(13,400)	-
ICB	-	34,150	(34,150)	-	-
Crisis Support Recovery	-	101,311	(72,476)	-	28,835
Macmillan	-	44,392	(44,392)	-	-
BGET SCARP	-	135,347	(132,754)	-	2,593
Henry Smith	-	37,808	(37,808)	-	-
	<u>31,832</u>	<u>1,323,696</u>	<u>(1,272,827)</u>	<u>(41,645)</u>	<u>41,056</u>
<b>Total funds</b>	<u>551,937</u>	<u>1,788,678</u>	<u>(1,408,218)</u>	<u>-</u>	<u>932,397</u>

#### 18 Analysis of net assets between funds

	<b>Unrestricted</b>		<b>Total funds at 2024</b>
	<b>General £</b>	<b>Restricted £</b>	<b>£</b>
Current assets	1,191,936	13,000	1,204,936
Current liabilities	<u>(122,385)</u>	<u>-</u>	<u>(122,385)</u>
Total net assets	<u>1,069,551</u>	<u>13,000</u>	<u>1,082,551</u>
	<b>Unrestricted</b>		<b>Total funds at 2023</b>
	<b>General £</b>	<b>Restricted £</b>	<b>£</b>
Tangible fixed assets	12,109	-	12,109
Current assets	950,242	41,056	991,298
Current liabilities	<u>(71,010)</u>	<u>-</u>	<u>(71,010)</u>
Total net assets	<u>891,341</u>	<u>41,056</u>	<u>932,397</u>