

# Citizens Advice Tadley & District Annual report 2024-25



**citizens  
advice**

**Tadley  
& District**

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## Citizens Advice Tadley & District

Franklin Avenue, Tadley, Hampshire, RG26 4ET

**0118 981 7567**

**admin@catadley.org**

**www.catadley.org**

Freephone Adviceline **0808 2 78 79 87**

Help to Claim **0800 144 8 444**

Consumer Helpline **0808 223 1133**

**Relay UK** - if you can't hear or speak on the phone, you can type what you want to say: **18001 then 0800 240 4420**. You can use Relay UK with an app or a textphone. There's no extra charge to use it. Find out how to use Relay UK on the Relay UK website.

If English is not your first language, we might be able to arrange translation.

# Foreword from the Chair of Trustees

After 6 years this will be my last introduction to the Annual Report as Chair of Trustees. It has been another surprisingly successful year, and I should let the Chief Officer, Fraser, tell you our achievements and leave you to look at the now familiar statistics of the work our staff and volunteers do. I know I speak for all trustees when I say we are enormously grateful for what they do for the people of Tadley and District. And as always, I must express thanks to our many supporters, listed elsewhere, but especially Basingstoke & Deane Borough Council, Tadley Town Council and the Greenham Trust.

Looking back over 6 years it is easy to identify significant changes. We moved from having a shared Chief Officer with Basingstoke back to appointing our own Chief Officer, Rachel Campbell, which began an important upturn in our performance. We then weathered the Covid Pandemic storm, remaining open for telephone and online advice throughout. We revised our constitution, thanks to sterling work by one of the trustees, so that among other things we are more in tune with the digital world, and with the recommendations of the Charity Commission and Citizens Advice nationally. When Rachel left we appointed Fraser Gleave as Chief Officer, and he has built on the foundations laid by Rachel to make an even more effective operation.

What does not change very much year on year are the issues we deal with: poverty, debt, housing, and benefits still occupy much of the time of staff and volunteers. And despite the increased presence of digital access to Citizens Advice services, drop-in and face-to-face appointments remain a very important part of the

access we offer to the people of Tadley, and they remain very much in demand.

My job as Chair of Trustees has been made very straightforward by the support of our excellent staff and loyal and supportive fellow trustees. We have lost one or two stalwarts recently, notably Kate Wright and Jo Slimin, but both remain keen supporters and Jo has been an enormous help to me throughout my time as Chair. I should also express my thanks to Treasurer, Kevin Rafferty, who has ensured our finances have always remained in good health. Kevin steps down this month, and we wish him well in the future.

Another period of change is upon us, both at Citizens Advice nationally, through the local government reorganisation currently being discussed, and with a changing of the guard at Citizens Advice Tadley. I am confident that my successor as Chair and the new Treasurer will ensure that we remain the strong, effective local resource the people of Tadley have come to expect and to rely upon.



**Professor Tony Downes**  
Chair of Trustees



# Chief Officer Review of the Year

I want to start my review this year with thanks to everyone involved with Citizens Advice Tadley & District. Though I could hardly let a year pass without my thanks, it feels important to start with it given that we had another year of unrelenting change in the face of increasing adversity. Despite this, support for the charity in terms of volunteering hours reached its highest level since before the pandemic and this comes through in the what we're reporting this year.

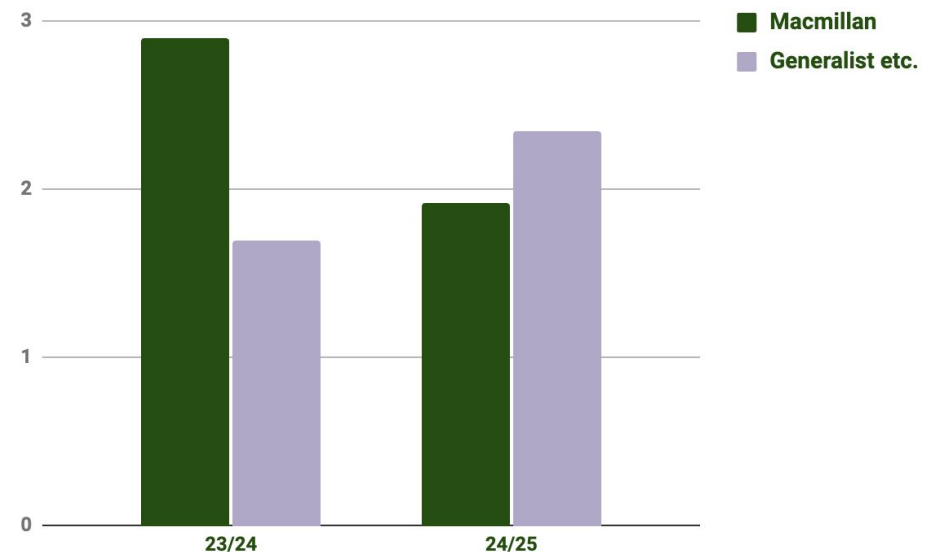
Last year, I spoke of a need to create capacity in order to serve our community. Whilst, on the face of it, this sounds like a relatively simple issue of getting more people into the organisation - which we did - the reality, as it so often is, has been rather more complex. Our management team worked extremely hard to complete a considered, evidence-based review of how we were working and to come up with ways to improve. We identified small but important disparities in how we train people versus how we delivered our services. We admitted to ourselves the huge expectation that we place on people's shoulders and the pressure of meeting those standards in the interests of supporting our community. We considered how the way we did things affected how people could (or could not) seek help from us.

The outcome of this work was a complete overhaul of both our training pathway and service delivery model at the same time, rebuilt alongside each other. Many of the changes we implemented were small, incorporating good practice and elements of various different models previously used locally or currently in use by partners and similar services. The result was a

service delivery model that was not wholly unfamiliar or a radical revolution, but a cherry-picking of the very best ways of working with a small number of innovative new ways of doing things.

Though not entirely without teething problems, implementation of our new scheme of work has been remarkably smooth - in no small part due to the hard work of our paid staff team and dedicated support of our volunteers. The feedback we've had on the changes has been overwhelmingly positive, and it's impact for our clients can be seen in the numbers.

*Comparing the split of outcomes between our services in 23/24 and 24/25 (in millions of £):*



As the chart shows, though we've had a small year-on-year decrease in overall financial outcomes, this related to a reduction in our contribution to the Hampshire Macmillan Citizens Advice Service. The outcomes we delivered for clients through our core Generalist service and associated specialists actually increased by more than 30% - far outstripping our increase in volunteers.

Pulling out this particular statistic brings into sharp focus the importance of the work we've done. The financial difficulties that one of our principal funders, Macmillan, is currently facing were well publicised early in the year and it is a trend across the charitable sector. The availability of funding is not keeping pace with the extremely high levels of need, putting pressure on charities like ours from both sides.

Thanks to the excellent levels of support from many of our long-term funders, we've been extremely lucky to be able to maintain our services and do the work needed to improve how we deliver them. It means that at times when we have to reduce services (such as Macmillan last year) we can still offer as much support to as many people as possible.

But it's not all about money and systems. As I mentioned earlier, volunteer support grew through 2024/25 and we've, again, been incredibly fortunate to have so many committed, passionate and caring volunteers to join our service and stick with us through continuing adversity. This is the thing that I can't share any statistics about or show in a presentation, but is present within our office each day. It comes across to our clients when they have such positive experiences with everyone they meet when then come through our door and it's reflected in the feedback we receive as a management team.

With many upcoming changes ahead, not least being Local Government Reorganisation, the landscape of how we secure funding and who we work with in our community to deliver our services seems likely to be more different in the coming years than at any point in our 40-year history. However, with our current team, operational strengths and robust financial planning, I don't doubt that we'll find our way through it. Once again, I look forward to another year of finding exciting new ways to make sure we're here for our community.

**Fraser Gleave**  
Chief Officer



AGM and Community Liaison Lunch, November 2024

# Case studies and feedback

Here is a small sample of some of the work our advisers and specialist caseworkers have done for local clients this year.

## Sam's emergency unlocked a new life

Sam initially visited the Foodbank without a voucher, after being signposted by their Health Visitor after their boiler had broken. They were unable to contact their Landlord for help and were left with few options. With small children, no hot water, and the weather worsening, the family used all their remaining savings to pay for it to be repaired. Although they were confident the landlord would reimburse them at some point, they had no idea when this could be, or how long they would be left with no emergency fund. To complicate matters, Sam had recently started a new job; although this would mean more income to the household, this was coupled with increased childcare costs. Due to the lack of upfront support, Sam had to pay out for their childcare but would not be paid their wages until the end of the month, meaning without the safety net of their savings, they had no spare money to live on.

With the help of the Basingstoke Foodbank, we were able to issue Sam with a foodbank voucher, meaning they could access food whilst we helped improve their situation. We began to explore Sam's finances, and learnt the family were not claiming any form of means-tested benefit. Although Sam had claimed Universal Credit in the past, their claim had stopped over a year ago after a temporary job had put them over the earnings limit, and they had not explored reapplying once that job had finished. We completed

a benefit check for Sam, and discovered they were entitled to £1042.64pm, an amount that would pay their entire rent for the month, and more! Although Sam was pleased to hear this, they had heard horror stories from friends about the expectations to look for full time work with a toddler when on Universal Credit, a myth we were able to dispel by explaining the actual rules around claimant commitments and work-related activity groups.

Confident they knew their next steps, Sam's situation was significantly improved and they left feeling confident.

## Bill gets back on his feet

Bill contacted us facing homelessness as a single father of a disabled child, after receiving a Section 21 Notice from his landlord. After some exploration, it became apparent that he had built up almost just over £1,000 worth of rent arrears, with no means to pay these off imminently.

As a matter of urgency, our Caseworker worked in partnership with a Homelessness Prevention Officer from BDBC, to secure a payment from the BDBC Homelessness Prevention Pot and a Rent Bond Agreement, which was able to persuade the Landlord to revoke the Section 21 Notice. With further work, we also helped him out of a mis-sold IVA and with a much more suitable Debt Relief Order to clear £8k+ of other debts.

## Priya's Pension Credit secured

Priya, a Sri Lankan citizen with EU Pre-Settled Status in the UK, moved to the UK with her adult son in June 2020, having previously lived together in an EU country. After exhausting her savings and being unable to work due to complications with her health/age, Priya attempted to make a claim for Pension Credit (PC) in December 2022. After a long wait for a decision, Priya's application was refused; she came to us and was referred to our specialist caseworker because of the complexity and her vulnerability.

As her son is a British citizen, Priya had been able to come to the UK through the 'Surinder Singh' route – a legal arrangement, named after a landmark case, which allowed British citizens who had lived and worked in an EEA country for a period of time to bring their non-EEA family members (including dependent relatives) back to the UK using EU law.

Initially, our caseworker supported Priya to challenge the DWP's decision by making a mandatory reconsideration request, highlighting their errors in this complex area. After another unreasonable delay, an official complaint and the intervention of Priya's MP at our request, the claim was wrongly refused again. We pursued the matter, liaising with Priya and her family to gather evidence and appeal the DWP decision to the tribunal. The matter was especially complex because the rules in this area have changed a lot in recent years and her rights derived from case law.

In February 2025, the DWP changed its decision, awarding Priya what she was entitled to. Not only does Priya now get regular weekly amounts of just over £225, she also received a backdated payment of over £24,000. Without our help, Priya would not have been able to do this and would have suffered as a result.

**"I really didn't know what to expect. I was treated with compassion, understanding and efficiency, talking me through the next steps, paperwork needed, they kindly photocopied all the papers I needed to sort my problem."**

**"Thank you. This is ongoing at the moment and I feel confident that I can contact you again if and when I need to."**

**"I was impressed with the service. I was seen straight away and the advisor went out of her way to help me with an unusual problem."**

**"Pleasantly surprised at amount of help and relevant information in support of our requirements"**

**"The person we saw was very interested in our problem, helpful, polite, reassuring and told us to come straight back if we had any other queries"**

**"Exceptional support. Treated with full support"**

**"I was extremely pleased and grateful for all the help and advice I received."**

## Our Impact



**1,806** clients



**6,204** issues



**9,474** activities

### Top 3 Issues

1

Benefits and Universal Credit

2

Debt

3

Housing



**50% of our clients are disabled or have a long-term health condition\***

\*24% reported no health condition; 26% prefer not to say



**£4,261,968**

financial gains for clients

including:



**£179,555**

debts written off



**£34,588**

grants, fuel and food vouchers



# Our Financial Impact



In total, Citizens Advice Tadley generated **£752,169** in savings for the local authority, NHS, DWP and criminal justice system by preventing homelessness, housing evictions, reducing the use of GP and mental health services and keeping people in work.

Our methodology has been developed by New Economy. The model is approved by financial value experts from HM Treasury and represents a minimum return on value. The full technical annexe is [available on the Citizens Advice website](#).

# Partnerships, Projects and Outreach Work

<b>Hampshire Macmillan Citizens Advice Service</b>	Specialist casework and financial support for cancer patients and their families
<b>Basingstoke Foodbank</b>	Advice services for people using the Tadley Foodbank
<b>Debt and Benefits Casework</b>	Specialist casework for vulnerable people to improve their financial wellbeing during this crisis
<b>Household Support Fund (Foodbank Follow-up)</b>	Providing advice and grants to people struggling to pay their energy bills as well as extended support for people who first approach us through the Basingstoke Foodbank
<b>Good Neighbours Network</b>	Providing advice to people coming in through referrals from GNN organisations
<b>Household Support Fund (Digital Exclusion/Inclusion)</b>	Practical support for people who are unable to access essential services because of a lack of access/capability to use digital tools and online services
<b>Advice First Aid</b>	Empowering staff and volunteers in other community organisations to support people towards our self-help advice and identifying when specialist help is needed from our office
<b>Legal Advice</b>	Employment and family law sessions provided by Rowberry Morris solicitors
<b>Hate Crime</b>	Providing support to people to report any incidents of hate crime to the police

# Acknowledgements

Our thanks go to the following people who volunteered and worked at Citizens Advice Tadley during the period April 2024 - March 2025.

## Our Volunteers

Hazel Baldock, Simon Brewin, Michael Chambers, Sandra Choules, Pam Clark, Gillian Dawes, Thomas Gardiner, Dorcas Green, David Harper, Lesley Hawker, Jane Hazell, Martin Heath, Graham Hewitt, Janette Hewitt, Hazel Holland, Mary Janssen, Tina Lillington, Maura Livingstone, Gill McMillan, Maureen Mosely, Barbara Payne, Martin Schimmer, Sandra Smith, David Stanley, David Wales, Anne Watson, Angela Wilkes, Susan Williams, Sarah Wooster

## Our Trustees

Chair: Professor Tony Downes  
Vice Chair: Neil Hughes  
Treasurer: Kevin Rafferty  
Secretary: Edward Jones  
Ian Gribben  
Stephen Hodgson  
Anna Illingworth

David Lister  
Vanessa Richards

## Board Observers

Cllr David Conquest  
Cllr Janette Hewitt  
Cllr Derek Mellor  
Cllr Jo Slimin

## Our Staff

Chief Officer: Fraser Gleave  
Advice Services Manager: Emma Blackburn  
Advice Session Supervisors: Angela Adams, Sue Ambler, Emma Blackburn, Fraser Gleave, Di Lewis, Martin Schimmer  
Caseworkers: Angela Adams, Jo Armstrong, Clare Bennett, Petra Fearnley, Mike Holt  
Recruitment and Development Manager: Di Lewis  
Office Manager: Lisa How  
Office Administrator: Catherine Lock

## A volunteer's perspective

To be very honest I didn't know what to expect working as a Citizens Advice volunteer. Having been lucky in my life not to need their help, it was an eye opener just how much other people did. However, as I had just recently retired, I knew I wanted to do something voluntary and since I liked people and enjoyed chatting, it seemed the ideal fit.

Training was very thorough and comprehensive, and certainly made me realise the huge scope of problems Citizens Advice are faced with. It did make me doubt that I could cope to help anyone, but with the support and help of the permanent staff, they made me confident that I could be of use. My first client burst into tears with relief when I told her she would receive housing benefit after she had been so worried she would lose her home. I was hooked!

I have made some new friends too who I see outside Citizens Advice. They are a super team to work with, and always have time to stop and help.

**Jane Hazell**  
Volunteer

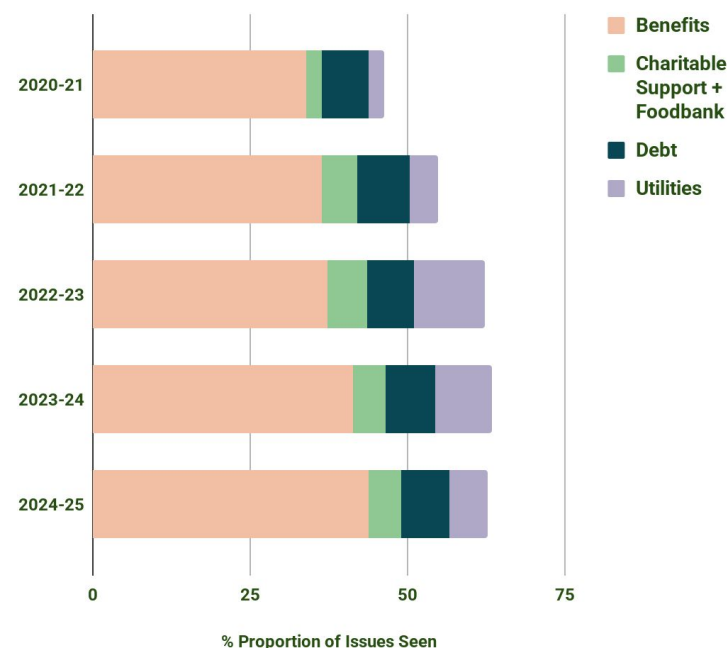
# Research and Campaigns

The past year marked the start of a significant period of change for our research and campaigns work, driven partially by the UK's general election in July 2024. In the lead-up to the election, we provided a briefing to candidates on key issues impacting local people and engaged with some to discuss their priorities. Although our most local Member of Parliament was re-elected, the national political landscape shifted dramatically with a change in government. This transition brought with it a new set of national priorities and a different approach to policy, which will undoubtedly influence our work in the coming year.

We are beginning to see the impact that change has brought, but our evidence suggests the vast majority of the issues our community faces are still dominated by persistent cost-of-living challenges. Whilst small steps have been taken, these have not yet addressed the root causes of the crisis. As a result, the proportion of issues we are seeing continues to be overwhelmingly focused on the key cost of living issues. As illustrated by the data to the right, problems with benefits, debt, and utilities, have consistently remained the most significant concerns for local people, year on year, since the start of the crisis.

A positive change which we are begging to see directly impacting local residents however, is the recent reforms to Debt Relief Orders (DROs). The removal of the application fee and expansion of the eligibility criteria has made DROs more accessible to individuals with lower incomes who are struggling with unmanageable debt. An issue Citizens Advice has actively campaigned on for a number of years, we are pleased to see this change mean more local residents now have the opportunity to get a financial fresh start.

When looking more closely at the role we play in influencing policy, this past year we have begun a journey to develop our research and campaigns function. Currently we communicate regularly with our local MPs and our local Borough Councillors about issues that our community are facing, as well as contributing to National Citizens Advice initiatives. For the next year, we've identified a number of steps we can take to improve the function, including recruiting new specialist volunteers and producing new campaign material. This renewed focus will ensure we can continue to effectively advocate for our community and influence the policies that matter most to them.





# Evidence Forms

Here are some examples of the 218 evidence forms we have produced this year. We submit evidence forms to National Citizens Advice to provide the vital examples they need to lobby for change - in this way, as well as helping Tadley residents, we can help reduce the risk of others in the future suffering in the same way.

## Unable to Access Affordable Housing

Client is a single parent renting privately with a young family, two primary age children, and has had to move several times due to end of tenancies. Facing another move having only recently taken on a tenancy, her request to be added to the housing register has been refused unless she is facing eviction, and her access to affordable housing such as rent to buy has been restricted by not being on the housing register.

The constant risk of having to move her family again is stressful and disruptive to her children who have had to change schools multiple times. Her support network is in the local region along with her job, and it is essential she remains local but she is finding it increasingly difficult to find affordable housing options. The Client is likely to experience financial hardship due to high rents in the private market, and ultimately is at risk of being made homeless multiple times over.

## Poor Administration from DWP for PIP Claim

Client has received notification that her Mandatory Reconsideration request had been declined but this was not sent in the correct format (ie. a Mandatory Reconsideration Notice) which meant the client could not appeal the decision. Client had

made repeated calls to the PIP helpline over a period of several weeks to ask for the notice, but to date the DWP have failed to supply this.

DWP agents on the PIP helpline seemed to be unaware of the importance of this document - without which, our client cannot start an appeal. They have acknowledged that the client has received 'the wrong letter' but have so far failed to supply her with a correct notice.

This impacts the client in that for over a month she has been unable to submit an appeal against the DWP's decision. This increases the stress she is subject to and continues to delay the possibility of any PIP payments to support her additional needs.

## Extreme Delays with Housing Ombudsman Investigations

We raised a complaint in February 2023, when our client had issues with a serious roof leak which caused damage to walls, carpets and curtains. After many delays we were told that the case had finally been passed to a caseworker in July 2024. However, in March 2025 the Housing Ombudsman stated the case was still awaiting allocation for investigation. Over two years later and the case has not progressed whatsoever, and sadly in the meantime the client died without getting any help with their complaint.

# Finance

Detailed information on Citizens Advice Tadley & District's financial performance is available in our Statutory Accounts and Trustees Reports.

## Principal Funder

The trustees and team at Citizens Advice Tadley extend their gratitude to Basingstoke and Deane Borough Council who continue to support the core operating costs of the charity.



Funded by  
UK Government



supported by  
Basingstoke  
and Deane



## Our Funders, Partners and Supporters

Aldermaston Parish Council  
 Allotments for the Labouring Poor  
 Arnold Clark Community Fund  
 Basingstoke and Deane Borough Council (including UK Shared Prosperity Fund - Levelling Up)  
 Basingstoke Foodbank  
 Basingstoke Voluntary Action  
 Bramley Parish Council  
 Brimpton Parish Council  
 Citizens Advice Basingstoke  
 Citizens Advice Hampshire (including Macmillan Cancer Support)  
 Citizens Advice East Hampshire  
 Greenham Trust  
 The Good Exchange  
 Hampshire County Council (DWP Household Support Fund)  
 The Henry Smith Charity  
 Home-Start Basingstoke  
 Kingsclere Parish Council  
 Loddon Valley Lions  
 Mortimer West End Parish Council  
 The National Lottery Community Fund  
 Pamber Parish Council  
 People's Postcode Lottery Community Trust  
 Rotary Club of Basingstoke Loddon  
 Tadley & District Community Association  
 Tadley Scarecrow Trail 2024  
 Tadley Town Council  
 Turbary Allotment Charity

# Fundraising

As well as our regular stalls at the Tadley Treacle Fair and the Tadley Christmas Lights Switch On, we made a real push this year to improve our event attendance and promote our cause within the community.

We were delighted to be chosen as beneficiaries of the Tadley Scarecrow Trail as well as the collection at the Christmas Lights for 2024. We also hosted our first Jumble Sale and attended local school fayres for the first time.



Moving into 2025, we were delighted to have Barbara Payne join us as a volunteer, chairing our newly reinstated Fundraising & Marketing Committee, which will lead developing this work.

We continue to list live projects on The Good Exchange where you can see what we're currently raising funds for, including both ongoing projects and new initiatives we'd like to launch in the community. You can make a contribution towards these projects online at: <https://thegoodexchange.com/>

Look for the 'match funding' logo on projects that have match funding grant offers that will double or triple your donations.



## How you can help us

Donate to Citizens Advice Tadley, your local independent advice charity.

We are not centrally funded and rely on grants or our own fundraising to keep our service open. Please get in touch if you would like to become one of our regular donors or if you are able to give a one-off donation.

## You can also support us through your regular online shopping

Whenever you buy anything online - from your weekly shop to your annual holiday or insurance renewal - you can raise free donations for Citizens Advice Tadley all by shopping at your favourite retailers through the easyfundraising website.

Find out more online:

[www.easyfundraising.org.uk/causes/tadleycitizensadvice/](https://www.easyfundraising.org.uk/causes/tadleycitizensadvice/)



# Citizens Advice helps people find a way forward.

We provide free, confidential and independent advice to help people overcome their problems. We are a voice for our clients and consumer on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.



Tadley and District Citizens Advice Bureau (t.a. Citizens Advice Tadley & District), Company Limited by Guarantee No. 5900656, Charity Registration No. 1118080, FRN: 617764, ICO Number: Z9752135

Published by Citizens Advice Tadley & District, October 2025.



**Report of the Trustees and**  
**Unaudited Financial Statements for the Year Ended 31 March 2025**  
**for**  
**Tadley and District Citizens Advice**  
**Bureau**

Brewers Chartered Accountants  
Unit 3  
Birtley Courtyard  
Bramley  
Surrey  
GU5 0LA

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for the Year Ended 31 March 2025

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**Tadley and District Citizens Advice  
Bureau**

**Reference and Administrative Details  
for the Year Ended 31 March 2025**

<b>REGISTERED OFFICE</b>	Franklin Avenue Tadley Hampshire RG26 4ET
<b>REGISTERED COMPANY NUMBER</b>	5900656 (England and Wales)
<b>REGISTERED CHARITY NUMBER</b>	1118080
<b>INDEPENDENT EXAMINER</b>	Brewers Chartered Accountants Unit 3 Birtley Courtyard Bramley Surrey GU5 0LA

## **Tadley and District Citizens Advice Bureau**

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

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

The Charity is a limited Company, limited by guarantee, and is governed by its Memorandum and Articles of Association. The Trustees confirm that they have had regard to the Charity Commission's public benefit guidance.

#### **The following people were trustees during the year:**

Prof Antony (Tony) Downes	Chair
Neil Michael Hughes	Vice Chair
Edward Alexander Jones	Company Secretary
Kevin Michael Rafferty	Treasurer
Anna Mary Illingworth	
Vanessa Coral May Richards	
Ian Stuart Gribben	
Stephen Wayne Hodgson	
David Jeremy Lister	

The following people also attended meetings during the year:

<b>Ex Officio Members</b>	<b>Role</b>
Fraser Gleave	Chief Officer
Martin Heath	Staff Representative
Cllr Janette Margaret Hewitt	Baughurst Parish Council Representative
Cllr Josephine Barbara Slimin	Tadley Town Council Representative
Cllr Derek Mellor	Hampshire County Council Representative
Cllr David Conquest	Basingstoke and Deane Borough Council Representative
Lisa How	Office Manager/Minute Secretary

#### **OBJECTIVES AND ACTIVITIES**

##### **Objectives**

The charity's objectives are to promote any charitable purpose for the public benefit, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness, and distress in particular, but without limitation, in Tadley and the surrounding areas.

##### **Aims, Objectives, Strategies and Activities for the Year**

CA Tadley seeks to provide the advice people need for the problems they face, and to improve the policies and practices that affect people's lives.

It provides free, independent, confidential, and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

The principal activity of CA Tadley remains the provision of advice for members of the public. This is provided through telephone, email, and face to face drop in and pre-arranged interviews.



## **Tadley and District Citizens Advice Bureau**

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

#### **OBJECTIVES AND ACTIVITIES**

##### **Opening Hours**

Monday	10 am - 3.30 pm
Tuesday	10 am - 1.00 pm
Wednesday	10 am - 1.00 pm
Thursday	10 am - 3.30 pm
Friday	10 am - 1.00 pm

##### **Specialist Advice is offered through:**

- Relationship Advice: Rowberry Morris - alternate Wednesdays 10 am - 1 pm
- Employment Advice: Rowberry Morris - alternate Wednesdays 10 am - 1 pm

##### **Projects**

The aim of projects, which are supported by additional funding, is to build on the excellent work done by the core service. This enables CA Tadley to provide extra support and in-depth case work to the most vulnerable of our clients. To obtain the necessary funding to provide the additional services, applications were made to various local and national providers of community finance.

	<b>Days</b>	<b>Funded by</b>
Advice for people affected by cancer	Monday - Friday	Macmillan
Specialist benefits advice for vulnerable people	Tuesday - Thursday	Turbary Allotment Charity, Allotments for the Labouring Poor, Greenham Trust and Henry Smith Charity.
Tadley Foodbank Outreach Clinic	Tuesday	Basingstoke Foodbank
Advice First Aid: training members of our community to provide advice first aid	Various	Basingstoke & Deane Borough Council

We monitor the needs of the community by comparing our clients to the community profile to ensure that those who need help with problems can access our service.

Recruitment is ongoing for volunteer advisers and admin support. Induction, training, and support are provided to meet individual needs to ensure that the necessary knowledge and skills are in place.

##### **Contribution of Volunteers**

The charity receives help and support in the form of voluntary assistance, in advising the public and administering the charity. Volunteer roles include trustee; adviser; IT support; fundraising; research & campaigns and admin support. Citizens Advice Tadley, based on our annual return, has the valued help of 29 volunteers in the current year.

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

**ACHIEVEMENT AND PERFORMANCE**

**Charitable activities**

**Achievements**

We offer 20 hours of advice per week supported by a paid Chief Officer, Advice Services Manager, Office Manager, Recruitment and Development Manager, Office Administrator and some paid and volunteer Advice Session Support and Advisers.

In the year we helped 1,806 clients with 6,204 issues. 9,474 interactions were made either with or on behalf of clients, face-to-face, by phone, email or letter. The main enquiry issues were, in order: Benefits and Tax Credits (including Universal Credit), Debt, Housing, Charitable Support and Foodbanks.

Financial outcomes, or money gained for clients, included benefits and pensions, back dated payments, and tribunal awards. This is a verified figure from clients who have kept us informed and the real total is likely to be much higher. We secured annualised gains of £4,261,968 on behalf of clients during the year (including Macmillan), including £179,555 debts written off and £34,586 in grants, food and fuel vouchers.

This year has seen 14 new volunteers, 9 of whom underwent our rigorous, fully overhauled training and development programme. Other training was completed, as appropriate, in particular sessions on energy advice. All members of trustees, staff and volunteers undertook training in Data Protection, the Senior Management Certification Regime and Equality, Diversity and Inclusion.

Liaison meetings have taken place with a variety of local partners including Local Authorities and other voluntary agencies on topics such as carers and energy advice. We are also active members of the Hampshire Consortium of Citizens Advice.

In 2024/25 we submitted 218 separate items of evidence to our national Research and Campaigns unit about the effect of poor policies and practices in the Tadley area.

Quarterly Board Meetings have been held, attended by Trustees and observers. Committee meetings have been held in Finance and Compliance, Strategy, Research and Campaigns and Staffing.

**Public Benefit**

The trustees have considered the guidance provided by the Charity Commission and its impact on the work of the charity.

**Fundraising activities**

Total fundraising income for the year was £153 (2024 £149). Fundraising expenditure incurred in fundraising activities during the year was £15 (2024 £0).

**Factors Affecting the Achievement of Objectives**

The charity is aware of the financial pressures experienced by its major funders and in view of this has taken active measures to seek additional sources of funding for its services.

**FINANCIAL REVIEW**

**Principal funding sources**

The Trustees extend their gratitude to Basingstoke and Deane Borough Council; Tadley Town Council; Greenham Trust; Peoples Postcode Lottery and local Parishes who have supported the core operating capacity of the charity. Additionally, project-specific funding was received from The Henry Smith Charity; Allotments for the Labouring Poor; Turbary Allotment Charity; Citizens Advice; Citizens Advice Hampshire; Macmillan and Basingstoke Foodbank.

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

**FINANCIAL REVIEW**

**Financial Position**

Incoming resources in the year were £269,953 (2024 £242,473) of this £70,451 (2024 £62,713) related to project restricted activities.

A surplus of £11,052 was made in the year (2024 surplus of £11,684). At March 31st, 2025, total funds were £160,899 (2024 £149,847) of which £0 represented restricted funds (2024 £0).

**Reserves Policy**

CA Tadley is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. CA Tadley will maintain a projection of income and expenditure for the current year plus one additional year and will seek to ensure that income continues to be derived from as wide a variety of sources as possible. The financial position of CA Tadley is entirely dependent on the continued support of grant making bodies, in particular Basingstoke and Deane Borough Council.

The trustees' policy is to maintain about 3 months costs which would total £60,412, a closure cost of £12,000 in respect of redundancy pay and £10,537 for the lease totalling £82,949. The Trustees have, therefore, determined to retain £83,000 in reserves.

**FUTURE PLANS**

CA Tadley aims to continually improve access to its service and intends to extend its service to an even wider number of the community. During 2024-25 we completed consolidation of projects, onboarding of a new team and the overhaul of training, whilst maintaining financials. For 2025-26, we aim to begin developing our projects against the agreed strategy, but with a lot of consideration for the external environment.

We aim to continue to offer advice, by telephone and email along with a face-to-face drop-in service and by pre-arranged interviews.

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Governing document**

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Tadley and District Citizens Advice Bureau is also known and referred to as CA Tadley. The maximum liability of each member is limited to £10. At March 31st, 2025, the company had 7 individual members and 6 organisations (2024 - 8 and 6) excluding trustees.

CA Tadley is governed by its Memorandum and Articles of Association. The Articles of Association were amended during the year and adopted at an Extraordinary General Meeting on February 6th, 2025, following approval of the changes, by the Charities Commission. The changes were made to align with updated model Articles prepared by National Citizens Advice.

**Recruitment and appointment of new trustees**

Trustees, who are also Directors of the Company, are elected from the local community. Appointment of new Trustees is undertaken by the Trustee Board as and when required and notified to Companies House by the Company Secretary.

Under the Memorandum and Articles of Association as adopted in February 2025, the number of Trustees shall be not less than 4 and no more than 15. Trustees may be appointed by an ordinary resolution of the members, for a three-year term, subject to rotation, or by a board resolution of the other trustees, subject to the appointment by the members at the next AGM. The Officers of the Charity (Chair; Vice-Chair; Secretary and Treasurer) are appointed by the fellow members of the Trustee Board. Any Chair; Vice-Chair or Treasurer may not serve more than six consecutive years.

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

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Organisational structure**

CA Tadley is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of CA Tadley and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public. The Trustees ensure that the Board is operating effectively by annual review of its performance and that of its chair. National Citizens Advice requires and audits an annual Leadership Self-Assessment.

**Induction and training of new trustees**

Newly appointed Trustees are provided with a comprehensive induction to CA Tadley through the provision of training courses and mentoring by established trustees.

**Related parties**

CA Tadley is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of CA Tadley to fulfil its charitable objects and comply with the national membership requirements. CA Tadley is also a member of the Hampshire Consortium of Citizens Advice.

The charity also co-operates and liaises with several other advisory services, local charities, and social services departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

**TRUSTEES' RESPONSIBILITIES**

The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

- a) select suitable accounting policies and apply them consistently.
- b) observe the methods and principles in the Charities SORP.
- c) make judgments and accounting estimates that are reasonable and prudent.
- d) state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue to operate.

The trustees are responsible for keeping sufficient accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant independent examination information of which the charity's independent examiner is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant independent examination information and to establish that the independent examiner is aware of that information.

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



**Tadley and District Citizens Advice  
Bureau**

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

Approved by order of the board of trustees on 23 October 2025 and signed on its behalf by:

Trustee

**Independent Examiner's Report to the Trustees of  
Tadley and District Citizens Advice  
Bureau**

**Independent examiner's report to the trustees of Tadley and District Citizens Advice Bureau ('the Company')**

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

**Responsibilities and basis of report**

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

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

**Independent examiner's statement**

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

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

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

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

Mr. A.M. Skilton, ACA

Brewers Chartered Accountants  
Unit 3  
Birtley Courtyard  
Bramley  
Surrey  
GU5 0LA

23 October 2025

**Tadley and District Citizens Advice  
Bureau**

**Statement of Financial Activities  
for the Year Ended 31 March 2025**

	Notes	Unrestricted funds £	Restricted funds £	<b>2025 Total funds £</b>	2024 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies		<b>10,939</b>	<b>2,146</b>	<b>13,085</b>	4,762
<b>Charitable activities</b>					
Project specific funding		<b>88,410</b>	<b>57,905</b>	<b>146,315</b>	157,785
Grants		<b>93,826</b>	<b>10,400</b>	<b>104,226</b>	77,916
Other trading activities	2	<b>153</b>	-	<b>153</b>	149
Investment income	3	<b>6,174</b>	-	<b>6,174</b>	1,861
<b>Total</b>		<b><u>199,502</u></b>	<b><u>70,451</u></b>	<b><u>269,953</u></b>	<u>242,473</u>
<b>EXPENDITURE ON</b>					
<b>Charitable activities</b>					
Provision of advice		<b>139,193</b>	<b>106,981</b>	<b>246,174</b>	225,202
Governance		<b>12,728</b>	-	<b>12,728</b>	5,587
<b>Total</b>		<b><u>151,921</u></b>	<b><u>106,981</u></b>	<b><u>258,902</u></b>	<u>230,789</u>
<b>NET INCOME/(EXPENDITURE)</b>		<b>47,581</b>	<b>(36,529)</b>	<b>11,052</b>	11,684
Transfers between funds	11	<b><u>(36,529)</u></b>	<b><u>36,529</u></b>	<b><u>-</u></b>	<u>-</u>
<b>Net movement in funds</b>		<b>11,051</b>	-	<b>11,052</b>	11,684
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		<b>149,847</b>	-	<b>149,847</b>	138,163
<b>TOTAL FUNDS CARRIED FORWARD</b>		<b><u>160,898</u></b>	<b><u>-</u></b>	<b><u>160,899</u></b>	<u>149,847</u>

The notes form part of these financial statements

**Tadley and District Citizens Advice  
Bureau**

**Balance Sheet  
31 March 2025**

	Notes	Unrestricted funds £	Restricted funds £	<b>2025 Total funds £</b>	2024 Total funds £
<b>CURRENT ASSETS</b>					
Debtors	9	<b>7,446</b>	-	<b>7,446</b>	9,419
Cash at bank		<b><u>225,748</u></b>	-	<b><u>225,748</u></b>	<u>178,449</u>
		<b>233,194</b>	-	<b>233,194</b>	187,868
<b>CREDITORS</b>					
Amounts falling due within one year	10	<b>(72,295)</b>	-	<b>(72,295)</b>	(38,021)
<b>NET CURRENT ASSETS</b>		<b><u>160,899</u></b>	-	<b><u>160,899</u></b>	<u>149,847</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<b><u>160,899</u></b>	-	<b><u>160,899</u></b>	<u>149,847</u>
<b>NET ASSETS</b>		<b><u>160,899</u></b>	-	<b><u>160,899</u></b>	<u>149,847</u>
<b>FUNDS</b>	11				
Unrestricted funds				<b><u>160,899</u></b>	<u>149,847</u>
<b>TOTAL FUNDS</b>				<b><u>160,899</u></b>	<u>149,847</u>

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

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

The trustees acknowledge their responsibilities for

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

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

The financial statements were approved by the Board of Trustees and authorised for issue on 23 October 2025 and were signed on its behalf by:

Trustee

The notes form part of these financial statements

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

**1. ACCOUNTING POLICIES**

**Basis of preparing the financial statements**

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) (effective 1 January 2015) - (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and Companies Act 2006.

CA Tadley meets the definition of a public benefit entity under FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value unless stated in the relevant accounting policy note.

**Income**

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

**Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

**Taxation**

The charity is exempt from corporation tax on its charitable activities.

**Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

**Debtors**

Debtors are recognised at the settlement amount due after any trade discount offered.

**Creditors**

Creditors are recognized where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognized at their settlement amount after allowing for any trade discount due.

**Pension**

A stakeholder pension scheme is available.

**Leases**

Rental costs under operating leases are charged to the statement of financial activities in equal amounts over the period of the leases. The charity has taken out a lease which terminates on December 31st, 2027. Currently, the majority of this rent is covered by an amount of grant received from the landlord.

**Irrecoverable VAT**

The charity is not VAT registered and therefore does not charge or reclaim any VAT.

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

1. ACCOUNTING POLICIES - continued

**Description of expenditure**

Expenditure previously categorised as expenditure on Raising funds has been classified in the prior year as expenditure on Charitable activities, to better reflect the nature of the expenditure.

2. OTHER TRADING ACTIVITIES

	2025	2024
	£	£
Fund raising events	<u>153</u>	<u>149</u>

3. INVESTMENT INCOME

	2025	2024
	£	£
Deposit account interest	<u>6,174</u>	<u>1,861</u>

4. NET INCOME/(EXPENDITURE)

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

	2025	2024
	£	£
Other operating leases	<u>18,277</u>	<u>16,563</u>

5. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

**Trustees' expenses**

A total of £184 (2024 £nil) was paid in relation to trustees' expenses for the year ended 31 March 2025.

CA Tadley paid £2,421 (2024 £2,053) in the year ended 31 March 2025 for various insurance services.

6. STAFF COSTS

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

	2025	2024
	<u>10</u>	<u>10</u>
Charitable activities		

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

The Key Management Personnel of CA Tadley comprise of the Trustees and the Chief Officer. Total amounts paid in respect of the Key Management Personnel comprise of £50,344 (2024: £31,269).



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

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

	Unrestricted funds £	Restricted funds £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	4,762	-	4,762
<b>Charitable activities</b>			
Project specific funding	106,137	51,648	157,785
Grants	66,850	11,066	77,916
Other trading activities	150	(1)	149
Investment income	<u>1,861</u>	<u>-</u>	<u>1,861</u>
<b>Total</b>	<u>179,760</u>	<u>62,713</u>	<u>242,473</u>
<b>EXPENDITURE ON</b>			
<b>Charitable activities</b>			
Provision of advice	144,488	80,714	225,202
Governance	<u>4,768</u>	<u>819</u>	<u>5,587</u>
<b>Total</b>	<u>149,256</u>	<u>81,533</u>	<u>230,789</u>
<b>NET INCOME/(EXPENDITURE)</b>	30,504	(18,820)	11,684
<b>Transfers between funds</b>	<u>(18,820)</u>	<u>18,820</u>	<u>-</u>
<b>Net movement in funds</b>	11,684	-	11,684
<b>RECONCILIATION OF FUNDS</b>			
Total funds brought forward	<u>138,163</u>	<u>-</u>	<u>138,163</u>
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u><u>149,847</u></u>	<u><u>-</u></u>	<u><u>149,847</u></u>

**8. PURPOSES OF RESTRICTED FUNDS**

**Macmillan**

Funding provided by Citizens Advice Hampshire to provide advice for cancer sufferers and their carers offering hospital and hospice outreach appointments and home visits. This service is available to clients living or being treated in Hampshire.

**Henry Smith (Debt and Benefits)**

The aim of this project is to provide a specialist debt and benefits caseworker for local clients accessing this service. Funding was provided by the Henry Smith Charity.

**Foodbank Outreach**

A fund to provide support to people making use of the local foodbank.

**Pride in Place**

Funded by Basingstoke and Deane Borough Council, this project provides additional supervision capacity to enable CA Tadley to better support trainee volunteers.

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

9. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Prepayments and accrued income	<u>7,446</u>	<u>9,419</u>

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Social security and other taxes	3,521	4,157
Other creditors	-	1,187
Accruals and deferred income	<u>68,774</u>	<u>32,677</u>
	<u>72,295</u>	<u>38,021</u>

Deferred Income relates to Unrestricted Funds received in 2024/25 for Projects from 1st April 2025 (£56,667 Peoples Postcode Lottery, £8,018 Greenham Trust and £1,000 Core Costs).

11. MOVEMENT IN FUNDS

	At 1.4.24	Net movement in funds	Transfers between funds	At 31.3.25
	£	£	£	£
<b>Unrestricted funds</b>				
General fund	149,847	58,506	(47,454)	160,899
CC	-	(7,326)	7,326	-
MENTAL HEALTH	-	(3,598)	3,598	-
	<u>149,847</u>	<u>47,582</u>	<u>(36,530)</u>	<u>160,899</u>
<b>Restricted funds</b>				
MM	-	(18,703)	18,703	-
F/BANK	-	(5,798)	5,798	-
Pride in Place	-	(5,624)	5,624	-
Henry Smith	-	(6,405)	6,405	-
	<u>-</u>	<u>(36,530)</u>	<u>36,530</u>	<u>-</u>
<b>TOTAL FUNDS</b>	<u>149,847</u>	<u>11,052</u>	<u>-</u>	<u>160,899</u>

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

11. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	181,042	(122,536)	58,506
CC	8,548	(15,874)	(7,326)
MENTAL HEALTH	9,912	(13,510)	(3,598)
	199,502	(151,920)	47,582
<b>Restricted funds</b>			
MM	29,905	(48,608)	(18,703)
F/BANK	2,147	(7,945)	(5,798)
Pride in Place	17,599	(23,223)	(5,624)
Henry Smith	20,801	(27,206)	(6,405)
	70,452	(106,982)	(36,530)
<b>TOTAL FUNDS</b>	<u>269,954</u>	<u>(258,902)</u>	<u>11,052</u>

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
<b>Unrestricted funds</b>				
General fund	138,163	38,936	(27,252)	149,847
CC	-	(4,739)	4,739	-
MENTAL HEALTH	-	(3,319)	3,319	-
OUT OF HOURS	-	(374)	374	-
	138,163	30,504	(18,820)	149,847
<b>Restricted funds</b>				
MM	-	(10,857)	10,857	-
F/BANK	-	(5,127)	5,127	-
Debt & Benefits	-	(168)	168	-
Pride in Place	-	(1,965)	1,965	-
Cost of Living	-	(703)	703	-
	-	(18,820)	18,820	-
<b>TOTAL FUNDS</b>	<u>138,163</u>	<u>11,684</u>	<u>-</u>	<u>149,847</u>

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

**11. MOVEMENT IN FUNDS - continued**

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

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	159,493	(120,557)	38,936
CC	8,549	(13,288)	(4,739)
MENTAL HEALTH	9,957	(13,276)	(3,319)
OUT OF HOURS	<u>1,761</u>	<u>(2,135)</u>	<u>(374)</u>
	179,760	(149,256)	30,504
<b>Restricted funds</b>			
MM	35,533	(46,390)	(10,857)
F/BANK	2,146	(7,273)	(5,127)
Debt & Benefits	8,333	(8,501)	(168)
Pride in Place	-	(1,965)	(1,965)
Cost of Living	<u>16,701</u>	<u>(17,404)</u>	<u>(703)</u>
	<u>62,713</u>	<u>(81,533)</u>	<u>(18,820)</u>
<b>TOTAL FUNDS</b>	<u><u>242,473</u></u>	<u><u>(230,789)</u></u>	<u><u>11,684</u></u>

**12. RELATED PARTY DISCLOSURES**

There were no related party transactions for the year ended 31 March 2025 or for the year ended 31 March 2024.

**13. RESERVES POLICY**

CA Tadley is required to ensure that free monies is available in each financial year to meet any reasonably foreseeable contingency.

As per the trustees report, CA Tadley has a reserve policy totalling £83,000. This leaves a total of £77,898 uncommitted reserves at the year-end.