CITIZENS ADVICE LEICESTERSHIRE

England & Wales · Charity number 1135081

Details

Other names	LEICESTERSHIRE CITIZENS ADVICE BUREAU, LEICESTERSHIRE CITIZENS ADVICEBUREAU, S&WLCAB;, SOUTH AND WEST LEICESTERSHIRE CITIZENS ADVICE BUREAU
Status	Registered
Legal form	Charitable company
Company number	07186736
Registered	2010-03-22
Register	View on the Charity Commission register

Contact

Address	Cabourn House Station Street Bingham Nottinghamshire NG13 8AQ
Phone	08082787970
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Website	www.citizensadviceleicestershire.org

Activities

Objects: The Charity’s objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Leicestershire, Leicester City and surrounding areas.

Activities: The Charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Leicestershire and surrounding areas.

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Classification

- **How:** Provides Advocacy/advice/information
- **What:** General Charitable Purposes
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** SOUTH AND WEST LEICESTERSHIRE
- Leicester City
- Leicestershire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,700,850	£1,889,786	£439,374	61
2024-03-31	£1,640,465	£1,664,492	£628,310	56
2023-03-31	£1,687,244	£1,664,680	£652,337	57
2022-03-31	£1,648,409	£1,531,706	£629,773	56
2021-03-31	£1,624,577	£1,521,110	£513,070	58

Trustees

Name	Role	Appointed
JOHN WALTERS		2015-06-04
Marie-Anne Beere		2017-11-29
NARENDRA WAGHELA		2012-01-26
Peter Symonds		2015-12-02
Sarah Humphreys		2024-12-04

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CITIZENS ADVICE LEICESTERSHIRE

England & Wales - Charity number 1135081

Accounts

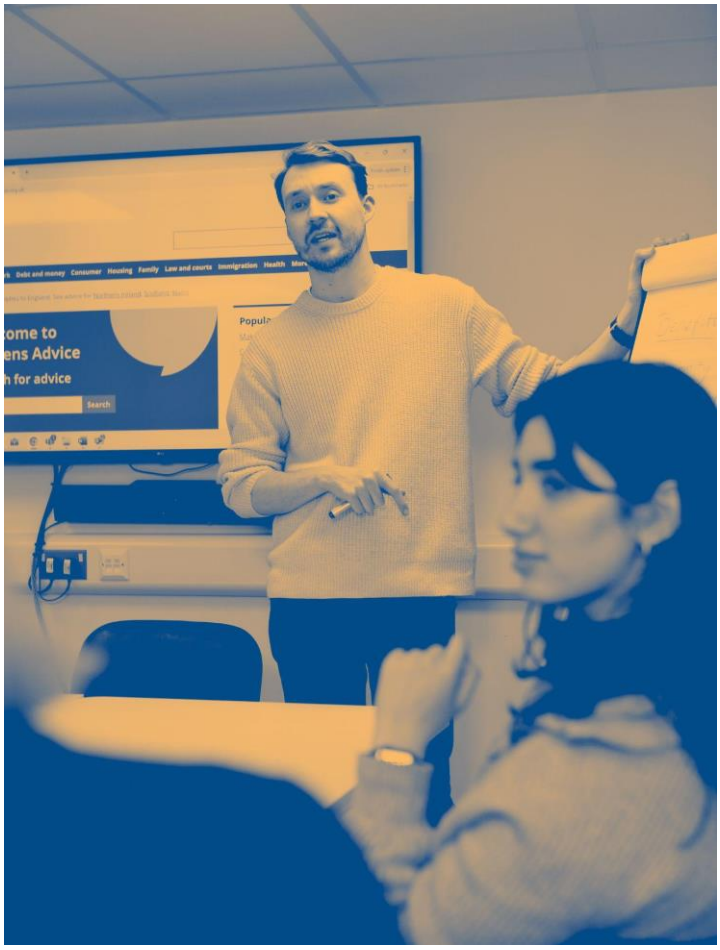
Company registration number: 07186736
Charity registration number: 1135081

Citizens Advice LeicesterShire

(A company limited by guarantee)

Annual Report and Financial Statements for the year ending 31st March 2025





citizens advice LeicesterShire

Sharing knowledge to transform lives.
We Listen, We Act, We Empower.

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Message from The Chair

Citizens Advice LeicesterShire is a local charity, helping local people cope with financial, health and consumer issues. We believe that knowledge empowers people to make informed decisions, gives freedom of choice and builds resilience. This means providing vital advice and information to people from all backgrounds. We are proud to have national accreditation for the quality of our work.

This has been a year of transformation, in line with the new five-year strategy agreed at the end of the last financial year. Building on the expertise of our employees and volunteers, we have redesigned our approach — to ensure all activities support the new strategy.

I am proud of the way our people have worked together to build a more resilient organisation ready to take on new challenges and expand the areas where we can provide help.

The Board made the decision to invest in this change by committing some of our reserves. This does mean that our accounts show a deficit and, going forward, we need to recoup this investment.

But I am pleased to say that already we are starting to see the benefits. Indeed, the Chartered Institute for Professional Development (CIPD) has shortlisted us for an award to recognise our successful strategic approach to change. To be recognised by a national organisation like CIPD is a great achievement. One that would not have been possible without the hard work and commitment of our people.

Our employees and volunteers have taken forward organisational change whilst continuing to alleviate the pressures faced by local people. I, and all on the Board, thank our teams for providing a fantastic level of service. We are committed to looking for new opportunities to use, and build on, the expertise we already have.

This is a maturing organisation united by purpose and prepared for the challenges ahead. We increasingly look to help people with a wider range of housing and workplace issues. Going forward, our ambition is to share our expertise, as well as experience of managing change, with other employers.

I thank David Scruton, who resigned earlier in the year, for his insightful and effective contribution to the Board. He has agreed to continue to share his expertise on issues related to the social and rented housing sector with us.

I am pleased to welcome Clare Culpin and Sarah Humphreys as new trustees. They bring experience that enhances our approach on governance and business development.

All the trustees are confident that we have made the right organisation-wide changes this year. Changes that continue to enhance our services.

We are on track to build a sustainable future for Citizens Advice LeicesterShire. A future full of new opportunities.



Marie Anne Beere
Chair of Trustees

Trustee Report

The charity's trustees present their report with the charity's financial statements 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).

Objectives and Activities

Objects and Aims

Citizens Advice LeicesterShire exists to address the fundamental issue that no one should be left behind due to a lack of reliable and accessible information. Our core belief is that knowledge is a powerful tool that shines a light on inequality and creates a fairer society, empowering people to make informed decisions and build resilient people and societies.

During this reporting period, we coproduced and launched a new organisational strategy for 2024–2029. This strategy directly aligns with our aims and legal purposes, setting out how we will respond to a rapidly changing external environment, a rising demand for advice, and how we will tackle structural inequalities that have widened during the pandemic and cost-of-living crisis. We reaffirmed our commitment to supporting those most vulnerable in society through a clear unified purpose:

"Sharing knowledge to transform lives – We Listen, We Act, We Empower."

To guide our work, we developed a set of co-produced values and behaviours which underpin everything we do:

We Care — putting people's best interests first.
We Help — providing tailored and responsive support.
We Excel — driving performance through learning and accountability.
We Challenge — advocating for those unheard and daring to innovate.

Public Benefit

All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The Board of Trustees have had due regard to the Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

Our work directly advances our charitable purposes by providing accessible, high-quality information, advice and practical support that moves people forward. Furthering our charitable purpose by the advancement of education, the protection of health and the relief of poverty, sickness, and distress as set out in the objects contained in our Company's Memorandum of Association.

Our Strategic Framework

Starting with the question **"what does a resilient organisation look like and how can we measure it"**, we developed our organisational resilience framework based on four key themes arising from current research and academic literature.

- **Connectedness: Understanding of our purpose, values, and objectives**
- **Confidence: Belief in our skills, experience, and resources to deliver**
- **Adaptability: Response to changing world and new ways of working**
- **Accountability: How we define and measure success**

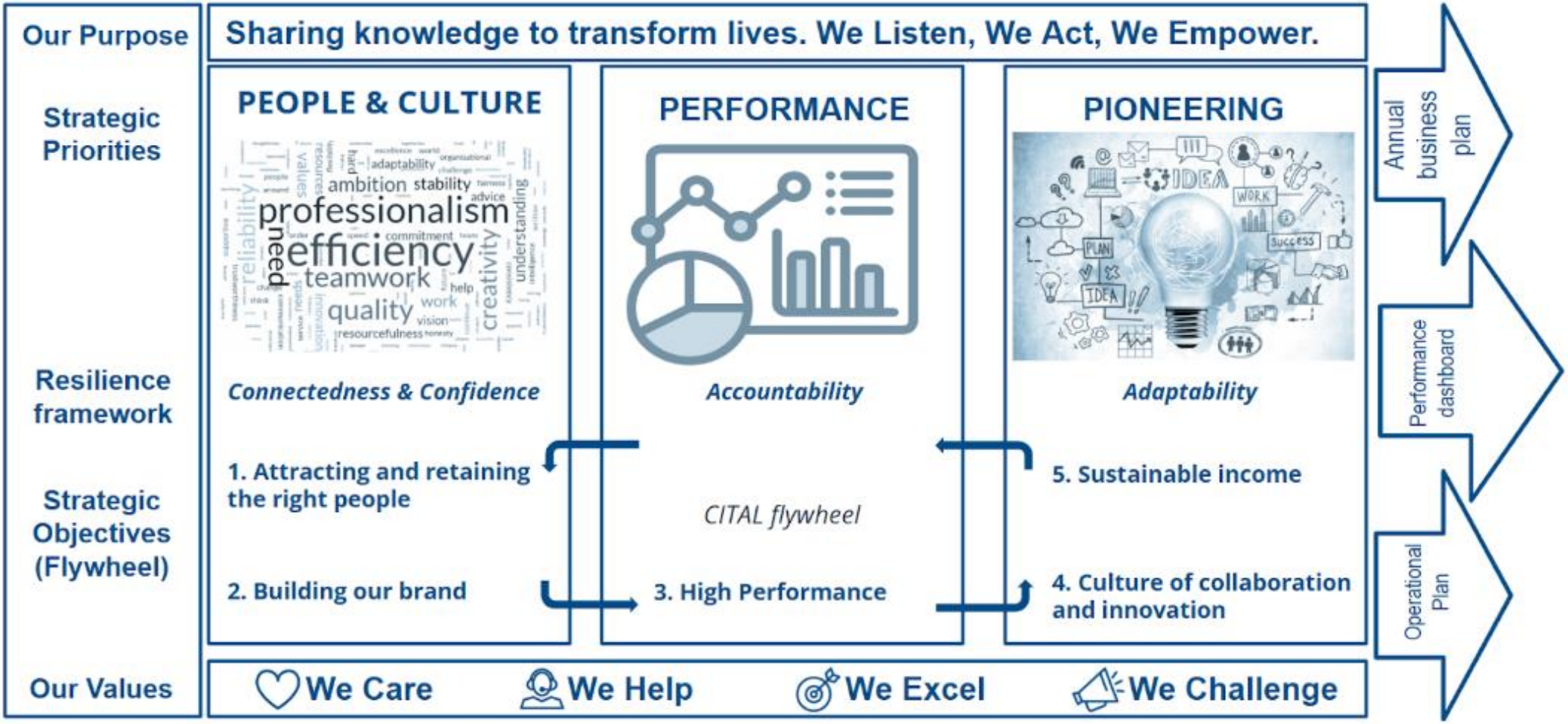
Through workforce surveys, leadership away days, and staff conference, we identified three **strategic priorities** that reinforced our organisational resilience framework**:**

- **People and Culture**
- **Performance**
- **Pioneering**

Drawing from Jim Collins' "good to great" research, we developed a flywheel concept with five mutually reinforcing **strategic objectives** that create momentum for continual progression.

- **Objective 1: Attract and invest in motivated people passionate about our purpose**
- **Objective 2: Tell powerful stories demonstrating our value and impact**
- **Objective 3: Achieve high performance through shared goals, clear objectives, measurement, evaluation, and improvement**
- **Objective 4: Build and develop a collaborative and innovative culture**
- **Objective 5: Design and deliver sustainable services and initiatives aligned with our purpose**

Strategy on a page: "Unite — Transform — Inspire"



Achieving our Aims and Objectives

Guiding Principles — in conjunction with our values

- Our services will be free at the point of delivery wherever possible
- We aspire to design and deliver services that are accessible to all
- Appointments delivered in person will be prioritised for the most vulnerable
- Where we cannot provide, we will signpost to other services
- We believe in the power of partnership working
- We campaign for a fairer society and contribute to broader social change.

Success Measures and Assessment Criteria

Our strategy includes specific five-year success indicators for each of our five strategic objectives:

1. **Workforce metrics:** Employee engagement survey response rates, EDI integration, fair reward benchmarking, people analytics and values alignment
2. **Brand and communication**: High engagement rates across communication channels, research, campaigning and advocacy initiatives, increased funding partnerships
3. **Performance indicators**: Skills development investment, quality checking targets, funder performance indicators, leadership development programmes, service accessibility
4. **Innovation measures:** Service transformation initiatives, internal process improvements, strategic campaign outcomes, partnership working growth
5. **Sustainability metrics**: Earned income generation, financial resilience indicators, and replicable success models

Implementation and Monitoring

Our Strategy feeds into our business development plan and service operational plans to ensure our workforce and activities are aligned with our overarching strategy and aims. Progress is captured through our performance dashboard, ensuring accountability while maintaining the flexibility to respond to changing community needs and operating environments. Our strategic priorities and objectives are regularly reviewed by our senior leadership team and presented to the board of trustees at each board meeting.

Our strategy positions us to remain viable, agile, and resilient in an ever-changing world, ensuring we continue delivering on our purpose while building organisational sustainability for the future. Through this comprehensive approach, we unite our efforts, transform our impact, and inspire positive change in the communities we serve.

Volunteers

"Volunteering allowed me to give something back to my community"



In addition to approximately 58 paid staff, the organisation receives help and support in the form of voluntary assistance in offering advice to the public.

Volunteers represent an indispensable part of the organisation and without them there would not be a Citizens Advice service. Across Citizens Advice LeicesterShire, we have over **36** dedicated volunteers.

We estimate that they contribute over 250 hours weekly and 11,800 hours annually. This adds up to an equivalent value of £282,200.

However, their value is inadequately expressed in monetary terms. Indeed, volunteers bring many skills and equally the experience gained with us helps individuals return to the labour market.

"It's very rewarding to help people from all walks of life. Often, we are the last resort for people to get the help and support they need."

- City Volunteer

Equipping young people with "confidence and experience"

We are especially proud that we are able to give students and other young people the chance to build their skillset through volunteering and interning with us, helping them kickstart their career journey.

One of our previous volunteers, Deborah, went on to work a permanent role for us as an EMSTN Adviser whilst studying law at a local university: "Volunteering gave me the confidence and experience to apply for the EMSTN position." She said her experience was "instrumental" in securing a pupillage at a top common law set in London.

Our student interns who are also studying law similarly appreciated the "transferable skills" they learned during their time with us.

Case Study: Support at times of crisis



Our advice can be a turning point for our clients.

One client came to us last year at a time of **crisis**; she was living in her car after escaping domestic abuse and had been evicted from her previous accommodation due to rent arrears.

She had contacted housing options, but was not deemed a priority, despite a history of complex mental health issues.

Our **immediate efforts** focused on resolving her homelessness: advising her to appeal this banding decision, and, within just a few days, we had also secured a housing offer from One Roof Leicester. We additionally advised her to claim Personal Independence Payment (PIP) to help her move forward sustainably for the **long term**.

Achievements and Performance

The main areas of our charitable activity are: the provision of general advice and information services; the provision of specialist advice and casework services in the debt and welfare benefits categories of social welfare law and guidance on current pension regulations. Throughout the year we have continued to offer advice and information in the following ways:

Telephone

We continue to operate a City and County-wide telephone triage service staffed by volunteer and paid assessors. The line is answered between the hours of 9.00am and 4.30pm from Monday to Friday.

Face to face

We continue to provide in person advice at Narborough, Market Harborough, Coalville, Hinckley and Leicester City. We see a preference for telephone advice continue and reserve our in-person appointments for those with the greatest need.

Full advice

We offer general and specialist advice through our team of trained volunteer advisers and paid staff. This is delivered by telephone, email and face to face for those that needed additional support. We also offer advice via video.

Information and self-help

We support service users to become more self-reliant by accessing online information. During the year we generated **562,172** website hits.

Outreach

For Leicester City clients we operate outreach services at Wesley Hall, St Barnabas Library and the Community Shop in Beaumont Leys. Across the county, we offer outreach at Coalville, Ashby-de-la-Zouch, and at 9 food banks located in Hinckley and Bosworth and Lutterworth and villages.

Our impact in 2024-25

£3,036,031
debts written off

£14,367,019
income gained

16,557
people helped

7%
were disabled

45%
had a long term health condition

31,309
advice sessions provided

56,012
activities carried out

74,527
total issues handled

36,365
benefit issues

12,007
debt issues

223,355
City website hits

338,817
County website hits

Resilient Service Delivery and Exceptional Financial Impact

Despite restructuring and some staff vacancies throughout the year, our service maintained consistent client support levels, demonstrating operational resilience and commitment to community needs. While client numbers and issues remained stable compared to the previous year, we achieved remarkable financial outcomes for those we supported.

Most significantly, we secured **£14,367,019** in additional income through benefit maximisation, directly improving household financial stability across our community. Additionally, our debt intervention work resulted in **£3,036,031** of debt written off – nearly triple the previous year's figure – providing crucial financial relief to clients facing severe hardship.

Beyond these quantifiable achievements, our service delivered immeasurable intangible benefits: providing a trusted voice for clients' concerns, creating clear pathways forward during crisis situations, and significantly reducing mental health pressures through professional support and advocacy. This holistic approach ensures that while we address immediate financial needs, we also strengthen clients' long-term resilience and wellbeing, creating lasting positive change in their lives and communities.

City Social Welfare and Advice Service

Key Statistics



18,914 advice sessions

34,543 issues

£8,066,743 additional income gained for our clients

This service started in April 2019 and is funded by the Leicester City Council. During 2024-25 we provided telephone, email, in person appointments and outreach at Wesley Hall, St Barnabas Library and the Community Shop in Beaumont Leys.

Rising demand and impact

Whilst overall unique client numbers have remained steady, advice on specific issues has increased by 6% in the last year, contributing to a substantial 20% increase in advice issues over the past two years demonstrating the rise in complex interconnected issues. Despite cost-of-living pressures, CitAL achieved a remarkable 23% increase in total income gained for clients compared to the previous year.

Crisis response

A stark 52% increase in crisis appointments (including foodbank referrals and charitable support) highlighted the severe impact of economic hardship on Leicester residents, with energy debts becoming the primary concern over traditional council tax arrears.

Quality and partnerships

We value our collaborative relationships with key partners including Leicester Community Advice and Law Centre and the Welfare Rights Service. Our service achieved an impressive 95% client satisfaction rate.

Strategic progress

Despite a failed contract recommissioning process, we successfully negotiated a contract extension for the new financial year (2025/26) — testament to our partnership approach.
We have a motivated and high-performing team of 14 paid staff, consisting of supervisors, advisors and assessors. In addition to paid staff, we have a long-standing team of volunteers whose skills and commitment are greatly valued.

County Generalist Advice Service

Key Statistics



12,395 advice sessions

40,349 issues

£6,925,440 additional income gained for our clients

Our advice service is currently funded by: Leicestershire County Council and the following district councils: Blaby District Council, Harborough District Council, Hinckley & Bosworth Borough Council and North West Leicestershire District Council. We provide information and advice by telephone, email, in person appointments and outreach.

We provide a telephone only service, funded through the core County Council grant, for residents of Melton and Oadby & Wigston.

We work to quality benchmarks and performance indicators that are reported quarterly on a county-wide basis.

Key issue areas

Universal Credit and Personal Independence Payment (PIP) remained the top benefit issues and energy debt continued to dominate advisor caseloads with rising numbers of clients unable to pay energy bills or experiencing self-disconnection from prepayment meters. This year our data revealed concerning trends with increasing levels of debt and we see more people living on negative budgets. The service distributed approximately 1,410 Household Support Fund vouchers worth £28,000 and processed 244 pension credit claims.

Crisis support

We saw nearly 2000 issues concerning housing issues and homelessness, alongside increased relationship breakdown issues, suggesting cost-of-living pressures are impacting family stability. The 25-34 and 35-54 age groups represent the highest numbers seeking crisis support, reflecting the "squeezed middle" phenomenon where working families face impossible choices to meet essential costs. Social housing tenants show the highest crisis rates, followed by private renters — consistent with research showing that housing costs consume disproportionate income shares for these groups. We have a dedicated team of 7 paid staff, consisting of supervisors, advisors and assessors. In addition to paid staff, we have a large team of around 20 volunteers whose skills and commitment are greatly valued.

Specialist Services

East Midlands Sickle Cell and Thalassaemia Network

This service is funded by NHS England with the aims to increase the direct support available for EMSTN patients, contributing to improved health and wellbeing of our clients and to work in partnership with clinicians by providing a dedicated referral pathway for patients experiencing social welfare issues.

The EMSTN Advice Service supported **148 clients** across the East Midlands with **484 issues** (averaging 3+ issues per client), demonstrating the complex needs of sickle cell and thalassaemia patients.

Financial impact

The service achieved significant outcomes with a projected **£266,731 income gain** for clients. Of the 148 clients supported, **45 received financial outcomes** averaging **£5,927 each**, totalling **103 financial outcomes**.

Key issues

Welfare benefits (including Universal Credit) and housing remained the primary advice areas, consistent with previous years. The service operated remotely via telephone and email across multiple East Midlands local authorities.

Service continuity

Despite recruitment challenges in Q3 requiring temporary coverage, the service maintained continuous support without breaks. Extensive promotion activities included health fairs, community events, and professional networking across the region.

Client satisfaction

Feedback showed high satisfaction levels, with the service demonstrating strong commitment to supporting patients through complex, long-term casework lasting up to 12 months.

Macmillan / Citizens Advice Welfare Benefits Service Leicestershire, Leicester City and Rutland

Macmillan have been funding the Macmillan Citizens Advice Welfare Benefits Service since 2007 and have extended the contract through various forms in this time. Our team provides information, advice and advocacy to people affected by cancer living in Leicester, Leicestershire, Rutland or receiving treatment within the University Hospitals of Leicester NHS Trust (UHL). We provide a free and confidential service to cancer patients, their families, and carers. Our advice is focused on identifying benefit entitlement and assisting service users through the claiming process to achieve income maximisation.

During 2024/25, our 7 paid staff and 1 volunteer have helped **1,593 people** with **3224 issues**. We were able to maximise our clients' annual income by **£2,116,411.**

We're proud that we have such a high demand for our Macmillan service, yet we have still achieved our quality targets and most importantly positive financial outcomes for our clients.

Case study: "I feel like I've won the lottery!"

Gladys* is a pensioner who has been diagnosed with terminal lung cancer, in spite of which she has a cheerful disposition. She no longer drives, and walking to the bus stop makes her feel very tired and breathless.

She and her husband had been living frugally from small pensions. After an appointment with an advisor exploring their entitlement to support, we were able to increase their income by **over £300 per week**.

This made a huge difference to her daily life; she is using some of the money to pay for taxis so that she can get to the shops much easier.

Gladys could not believe it and said that **she felt like she had** "**won the lottery"**. It shows what a difference our advice and an increase in income can make to people whose illness affects their ability to live independently.

*Name changed to protect anonymity

Help to Claim (HTC)

The project is delivered via National Citizens Advice and selected Citizens Advice local offices, of which we are one of the partners. The service is funded by the Department of Work and Pension for a period of 2 years. This year we received additional funding to expand our team to deal with increased Managed Migration cases.



Help to Claim service is delivered from 8am to 6pm, Monday to Friday across multi-channels to increase accessibility and meet support needs. We work in partnership with Jobcentre Plus (JCP) Leicestershire and Northamptonshire district with a view to improving its reach into the community by targeted marketing and partnership work to increase awareness of Help to Claim.

The project is for new Universal Credit claimants only and the project covers clients within England and Wales. The main purpose of the project is to check whether a client should be applying for Universal Credit and support them to start a UC claim until the first full payment is received.

This year our Help to Claim service helped **6,014 people** with **30,036 issues**, maximising our clients' income by **£7,573,115.** Furthermore, **92%** of our clients who gave feedback told us they had a good or very good experience when using our service.

The team of 10 paid staff perform highly to meet strict delivery targets. We are proud that we are one of the top performing teams nationally and selected to deliver the HTC project for its 7th consecutive year.

The most common benefit issues we helped with are making an initial claim, managed migration and UC housing element. The top debt issues we supported clients with are advance payments, overpayments, rent and council tax arrears.

"I have been going through the most difficult times of my life. The adviser on the phone was very compassionate and helpful. I think it's really important to make the person feel comfortable, listened to and that they have been given some kind of direction — especially, if like me, the person doesn't know where to start. Thank you for your help!"

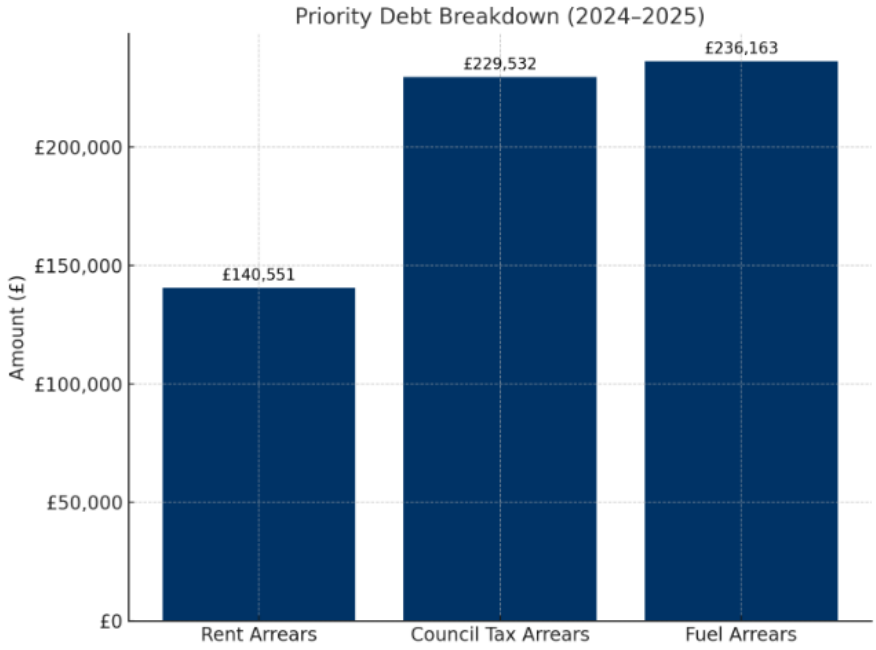
Help to Claim Client

Money Advice Service

The Money Advice Service is funded by the Money and Pensions Service (MaPS) and delivered through the East Midlands Money Advice Partnership (EMMA). Citizens Advice LeicesterShire is proud to be a key partner of this collaborative initiative.

Our experienced team of caseworkers delivers comprehensive and tailored casework support by telephone and in person, offering in-depth advice to help clients develop sustainable, long-term debt solutions and one-off advice sessions providing guidance and signposting. This year we helped **580 clients** with **1,152 issues** and managed a total debt of **£3,079,298**

The team support with money related issues such as income maximisation, priority and non-priority debts, eviction and repossession orders, bailiff action and court-related proceedings. Throughout the past year, we have observed a significant increase in priority debt cases linked to the ongoing cost of living crisis, which continues to impact the most financially vulnerable.



"It is a relief to have the creditors understand my situation and how it's out of my control. Like I say I cannot thank you enough! I'm bowled over by your kindness and help you have given me through all of this. I am eternally grateful!"

Money Advice Service Client



Multiply

Multiply, funded by Leicestershire County Council, is an adult learning numeracy project that provides one to one, tailored budgeting advice and tools for clients, supporting them to better manage their finances going forwards.

Learners must take part in at least two hours of learning, and this can be individually or group work. The purpose of the project is to increase numeracy confidence using practical life situations including budgeting, cookery and travel timetables.

We work to project performance targets that are reported monthly. This year we have supported **123 people** to feel more confident about managing their finances.

Funding for this project is now complete.

LeicesterShire Energy Support

LeicesterShire Energy Support (LES) provides clients across the county with specialist advice around their energy usage and needs, including debt and arrears. This project is funded by the Energy Redress Scheme, and we provide quarterly reports against performance targets and case studies. This year we have helped **310 people** manage their energy debt and the service has now expanded as Leicestershire Energy Advice Service available in the city as well as the county



Pension Wise



Funded by the Money and Pensions Service (MaPS), Pension Wise is a free and impartial service that we deliver to people over 50. We support people to understand the different ways you can take money from your pension. This year we have helped **980 people** with **1,615 issues** to make informed decisions about their pension.

Financial Inclusion Service

Food banks

We are proud to be working in partnership with Trussell across seven food banks in the Hinckley and Bosworth (HFI) area and two in Lutterworth (LFI) and villages. Together, we are working to maximise the income of clients using the food banks in these locations and, in turn, empower them to move on from reliance on emergency food provision.

We work to performance targets that are reported on quarterly and this year we have supported **349 clients** with **1,149 issues** across the HFI food bank and **41 clients** with **135 issues** across the LFI food banks.

Support Functions

Our strategic priorities and objectives support robust "back office" functions, namely People Management, Resource Management, Financial Management and Learning and Development.

We made 2 redundancies as part of a small restructure to further our strategic direction and to promote integrated services and enhanced career pathways. Staff recruitment and retention remains a challenge for the not-for-profit sector, aggravated by short term contracts and stagnant funding. Our strategic priority "People & Culture" supports our initiatives to develop a stable, engaged and motivated workforce.

Key statistics:

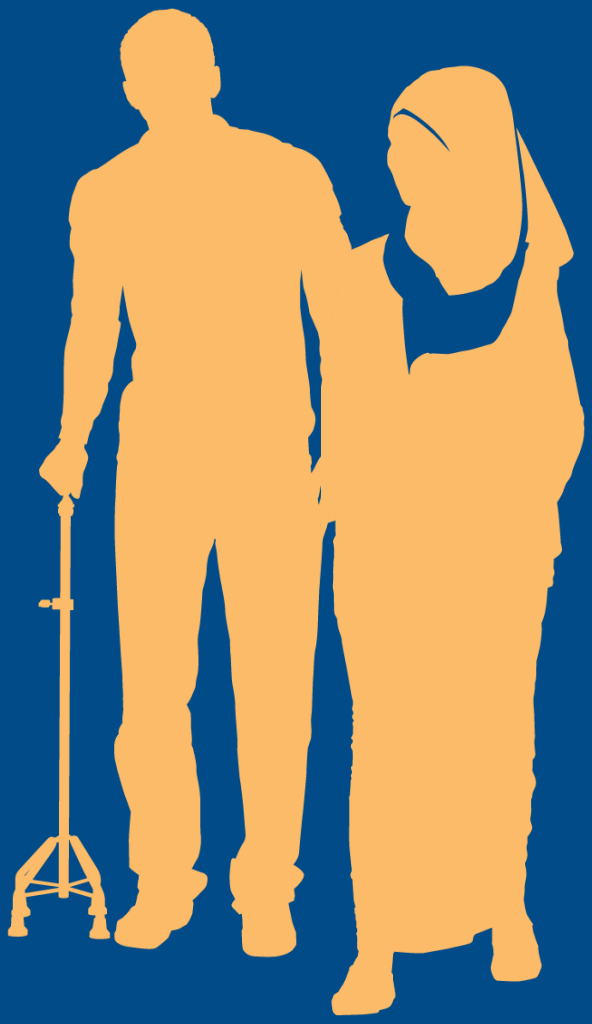
- We recruited 21 new staff over the year to fill vacancies or new roles
- We have trained a total of 26 staff
- Total training hours of 558 over 186 sessions
- We have trained a total of 25 volunteers
- Total hours of training were 330 hours over 110 sessions for volunteers

Notable Improvements for workforce benchmarking surveys

- I know our purpose and feel connected to it through my work — 12% increase
- I know our values and they are reflected through our behaviours — 14% increase
- We are encouraged to share our ideas — 20% increase
- We invest in the development of our staff and volunteers — 15% increase
- Staff engagement survey rating from 76% "requires improvement" to 85% "good practice"

Case Study: Reclaiming independence with PIP

A 31-year-old client has mental health issues, struggles to retain work and lives with their parents as they are unable to live independently. They came to us asking for help checking if they were eligible for Personal Independence Payment, and were comfortable sharing their current struggles with ADHD and depression, also expressing their wishes to **reclaim their independence**.



We encouraged this independence by firstly sending the client all of the relevant information, including an overview of PIP from the Government website as well as the Citizens Advice website, prior to an appointment we arranged for them.

Our adviser informed the client that they would be eligible for a PIP Daily Living award, subject to assessments and submitting supporting evidence. The adviser then discussed in detail the PIP process, but also reassured them that they could contact Adviceline again if they wanted assistance with the form. This client is predicted to obtain the Daily Living component of PIP, gaining £108.55 per week (or £5,644 per year).

This is a great example of how our advisers are here to help in any way they can, but also recognise the importance of independence and **sharing knowledge to empower** people to begin to tackle their own problems.

Financial Review

Navigating sector-wide challenges

The VCSE (Voluntary, Community and Social Enterprise) sector continues to face unprecedented funding pressures, with reduced resources coinciding with escalating community demand. Like many charitable organisations, we are operating in an increasingly challenging environment where traditional funding models are under strain while the need for our services intensifies.

Strategic investment for future resilience

Despite these sector-wide difficulties, we remain committed to long-term sustainability and service excellence. During the reporting period, we implemented a planned deficit budget of £190,827 (total income £1,700,849; expenditure £1,891,676) as a strategic investment in organisational transformation.

This controlled deficit facilitated a comprehensive change programme, including targeted restructuring to enhance operational efficiency and build greater organisational resilience. Rather than reactive cost-cutting, this represents a deliberate investment in our future capacity to serve the community effectively.

Building sustainable foundations

Our strategic approach is already showing results. The 2025/26 forecast demonstrates significantly improved financial positioning with a reduced operational deficit of just £35,000 alongside designated funds for income generation initiatives that will strengthen our long-term sustainability.

Throughout this transition, our dedicated staff and volunteers maintained exceptional service delivery despite temporary vacancies, ensuring minimal impact on client outcomes. Moving forward, our priority is cultivating a high-performing, secure, and valued workforce as the foundation for sustainable, impactful service delivery in an increasingly challenging operating environment.

Principal funding sources

The total income for the year of **£1,700,856** represents an increase of **£60,391** from 2023/24. The Trustees extend their sincere gratitude to Leicester City Council, Leicestershire County Council, Blaby District Council, Harborough District Council, Hinckley and Bosworth Borough Council and North West Leicestershire District Council who continue to support the (core) operating capacity of the Charity.
Significant project-specific funding was gratefully received from Macmillan Cancer Support, Money Advice Service's Financial Inclusion Fund through the East Midlands Money Advice Agency in support of money advice, and from Her Majesty's Treasury in respect of the Pension Wise Service and Help to Claim. There is also a Leicestershire County Council funded service called "Multiply", our Trussell funded food bank work across the Hinckley area, the Energy Redress funded Leicestershire Energy Support project and the EMSTN service funded by the NHS.

Financial risks

Objectives and policies

The Charity's activities expose it to a number of financial risks including credit risk, cash flow risk and liquidity risk. The use of financial derivatives is governed by the Charity's policies approved by the board of Trustees, which provide written principles on the use of financial derivatives to manage these risks. The Charity does not use derivative financial instruments for speculative purposes.

Credit risk

The Charity's principal financial assets are bank balances and cash, trade and other debtors. The Charity's credit risk is primarily attributable to its trade debtors. The amounts presented in the balance sheet are net of allowances for doubtful debts. An allowance for impairment is made where there is an identified loss event which, based on previous experience, is evidence of a reduction in the recoverability of the cash flows. The credit risk on liquid funds is limited because the counterparties are banks with high credit-ratings assigned by international credit-rating agencies.

The Charity has no significant concentration of credit risk, with exposure spread over a large number of counterparties and customers.

Liquidity risk

In order to maintain liquidity to ensure that sufficient funds are available for ongoing operations and future developments, the Charity maintains sufficient funds at the bank.

Reserves policy

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to between three and six month's expenditure. The Trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

Investment policy and objectives

In furtherance of its objectives, and for no other purposes, the company has the power to invest or deposit funds in any lawful manner. A Charities Aid Foundation Bank investment account continued and has resulted in a modest income.

Going concern

After making further appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements

Review of Objectives for 2024/25

In our last annual report (2023/24) we tabled a set of objectives until our newly developed strategy had been written and approved. These objectives were incorporated into our business plan and aligned with our strategic priorities and objectives. At the end of the financial year we reviewed our objectives in preparation for our strategic planning day and setting our objectives for 2025/26

	Strategic Priorities			People & Culture	Perf.	Pioneering
Business Plan Objectives 2024-2025	% Achieved	1. Attract People	2. Powerful Stories	3. High Performance	4. Collaboration / Innovation	5.Income dev
Analyse our current position through workforce survey, strategic away day and staff conference	100%	X	X	X	X	X
Create and communicate an ambitious 5-year strategy that builds organisational resilience.	100%	X	X	X	X	X
Explore diversified income opportunities	70%			X	X	X
Recruit a Head of Income and Partnerships & Income & Communications officer	100%	X	X		X	X
Build effective partnerships to retain current funding and develop new opportunities	100%	X	X	X	X	X
Strategic financial Management aligned with strategic aims	100%			X	X	X
Appoint an IT Partner & develop and implement an IT strategy fit for the future	70%			X	X	
Deliver a high quality and accessible service	80%	X	X	X	X	
Create and implement service & departmental operational plans linked with our strategy	100%	X	X	X		
Support staff performance through regular quality supervisions, documented and uploaded to our HR systems.	100%	X	X	X	X	
Monitor and evaluate organisational performance through a set of key metrics	100%	X	X	X	X	X
Promote operational efficiency, effectiveness and knowledge sharing through a shared google drive structure	100%			X	X	
Develop and implement robust people management processes to attract and retain staff	65%	X	X	X	X	
Leadership Development programme for managers	100%	X		X	X	
Review and refresh policies and processes	55%	X	X	X	X	X
Review and develop a volunteering strategy	0%	X	X	X	X	
Tell powerful stories across a range of channels and stakeholders to build our brand and credibility	70%	X	X		X	
Develop and implement a communications strategy	65%	X	X			
Form a "Reward and Recognition" group and develop an equitable and transparent skill-based salary structure	80%	X	X	X	X	X
To live our values and uphold our principles of Equity, Diversity and Inclusion	65%	X	X	X	X	X
	Focus%	**21%**	**19%**	**24%**	**24%**	**12%**

Our Strategic Plans for the Future

This reporting period's focus on people and culture alongside high performance has created a strong foundation for future growth. Lessons learned from operational challenges have reinforced the need for sustainable income diversification. Building on this groundwork, trustees have approved strategic investment using designated funds in the 2025/26 budget to expand and deliver new income-generating activities, positioning the charity for greater financial resilience and enhanced service delivery.

Business Plan Objectives 2025-2026	Strategic Priorities: % Achieved	1. Attract People	2. Powerful Stories	People & Culture: 3. High Performance	Perf.: 4. Collaboration / Innovation	Pioneering: 5.Income dev
Develop and implement an Income genration strategy				X	X	X
Launch a minimum of two new "earned income" initaitives				X	X	X
Launch an Innovation focus group to develop new ways of working			X	X	X	X
Maximise income through Gift Aid registration and strategic management of reserves				X		X
Designate funds and invest in new roles / technology / training that support our diverisfied income strategy		X		X	X	X
Financial modelling of a salary structure that supports career pathways and benchmarked equitably against industry standards to implement in new financial year.		X		X	X	
Build resilient services through succession planning and new ways of working		X		X	X	
Implement a learning & development programme including appreticeships that support our strategy, skill gaps and maximise career pathways opportunities		X	X	X	X	X
Roll out our leadership programme for supervisory roles to support succession planning		X	X	X	X	X
Leverage our data capabilities to build partnerships and create new opportunities through influencing and campaigning		X	X	X	X	X
Tell powerful stories through events, media, reporting and delivering stakeholder briefings		X	X		X	X
Achieve our year 3 LSA assessment with a rating of "5" across all domains and renew our quality of advice (AQS) accreditation		X		X	X	X
Gain recognition for our people & culture practices by making applications for industry awards		X	X	X	X	X
Produce a 3 year IT strategy that supports Cyber Essentials Plus and utilising the most effective and integrated IT platforms				X	X	
Leverage the use of technology including the safe and effective use of Artificial Intelligence		X		X	X	X
To create an AI/Technology "champion role that feeds into the innovation focus group		X	X	X	X	X
Develop and implement a volunteering strategy fit for the future		X	X	X		
To live our values and uphold our principles of Equity, Diversity and Inclusion		X	X	X	X	X
	Focus%	**19%**	**13%**	**25%**	**23%**	**20%**

Reference and Administrative Details

Trustees	M-A. Beere – Chair P. J. G. Symonds – Treasurer J. Walters V. T. Goodman — Resigned 23 May 2024 N. L. B. Waghela Z. Feghali D. Scruton — resigned 30 April 2025 C. Culpin — appointed 5 December 2024 S. Humphreys — appointed 4 December 2024
Company Secretary	V. Gutteridge
Senior Leadership Team (SLT)	V. Gutteridge — CEO A. E. Steiner — resigned 31 December 2024 H. Matthews L. Hegarty R. Adam — Appointed 1st February 2025
Principal Office	Clarence House 46 Humberstone Gate Leicester LE1 3PJ
Registered Office	Clarence House 46 Humberstone Gate Leicester LE1 3PJ
	The Charity is incorporated in England and Wales

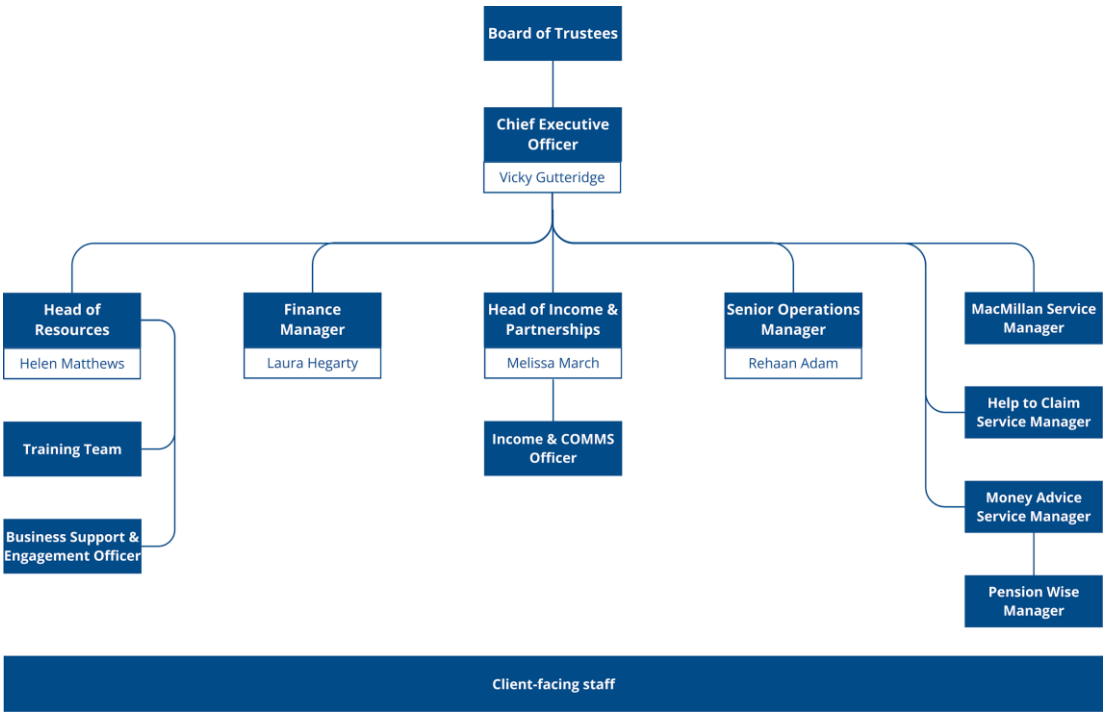
Company Registration Number	07186736
Charity Registration Number	1135081
Solicitors	Lawson West 4 Dominus Way Meridian Business Park Leicester LE19 1RP
Bankers	The Co-operative Bank plc 1 Balloon Street Manchester M60 4EP Unity Trust Bank 4 Brindley Place Birmingham B1 2JB (Closed 21st May 2024) CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ
Auditor	Xenadin Cabourn House Station Street Bingham, Nottingham Nottinghamshire United Kingdom NG13 8AQ

Structure, Governance and Management

Organisational structure

CITAL is governed by its Trustee Board, which is responsible for setting the strategic direction of the organisation and the policy of the Charity. These policies are implemented by the Chief Executive. The Trustees carry the ultimate responsibility for the conduct of CITAL and for ensuring that the Charity stratifies its legal and contractual obligations. The Board has developed an induction procedure, in order to carefully select and induct new members onto its board. Trustees meet as a minimum each quarter and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management.
CITAL operates from five branches at Narborough, Market Harborough, Coalville, Hinckley, and Leicester. It also operates at three outreach venues in the city, two in the county and across nine foodbanks in Hinckley and Bosworth and Lutterworth villages and has staff and volunteers working from home. The Melton Mowbray and Oadby and Wigston branches are closed due to a loss of district funding. However, county funding enables us to provide a telephone and email service to these residents.
CITAL is a member of National Association of Citizens Advice, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. The organisation also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients.

Organisational Chart



Nature of governing document

Citizens Advice LeicesterShire (CITAL) is a registered Charity and was incorporated as a company by limited guarantee on 11 March 2010 under the name “South and West Leicestershire Citizens Advice Bureau”.

The name was changed on 1 January 2012 following the merger of the organisation with Citizens Advice Leicester, at which date the assets and liabilities of Citizens Advice Leicester were acquired. The name changed again, on 21 July 2016, following the rebranding of the organisation to Citizens Advice LeicesterShire. Its objects and powers and other constitutional matters are set out in its Memorandum and Articles of Association.

A new Memorandum and Articles of Association was approved at an EGM in 2020 on the advice of Citizens Advice National. No major changes were included in the update except for clarifying that volunteers involved with service delivery could not also act as Trustees. The updated Articles of Association also clarified the AGM process.

Our Trustees



“Serving as a Trustee and working as part of the team allows me to contribute to the ripple effect that helps communities thrive”

Sarah Humphreys, Trustee at Citizens Advice LeicesterShire

Recruitment and appointment of Trustees

The Charity is governed through a Trustee Board. Trustees who have held office during the year are listed on page 30. The Articles of Association provide for a minimum of six and a maximum of twelve Trustees.

None of the Trustees has any beneficial interest in the company. All of the Trustees are members of the company and guarantee to contribute £1 in the event of a winding up. Trustees are elected to the Board and are appointed by a resolution of its members at an AGM. The Board has powers to co-opt members who shall retire at the following AGM and may offer themselves for re-election.

Board meetings are held predominately in person on a quarterly basis with a standing agenda. This includes a CEO report and management accounts with an emphasis on strategic planning.

However, when specific issues need to be discussed away from the main Trustee Board meeting, smaller and specific meetings have been called, often involving wider representation from the paid staff group.

This year we have launched two strategic focus groups, each with a trustee representative to further our strategic objectives:

1. Reward and Recognition Group
2. Marketing & Communication Group

Induction and training of Trustees

New Trustees are briefed on their legal obligations under Charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan and recent financial performance of the Charity. They also meet key employees and other Trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role.

Pay policy for senior staff

The senior leadership and management structure is shown on page 31 and the remuneration for these posts is reviewed annually by the board alongside the forecasted budget. Pay increases are made in line with inflation where the budget allows. Salaries are benchmarked against the Citizens Advice Network and the wider not-for-profit sector, and we aim for the mid-point of these ranges.

Major risks and management of those risks

Corporate risk

Citizens Advice LeicesterShire has completed a Corporate Risk Management exercise and maintains a risk register that is regularly reviewed. This process cannot entirely eliminate all risks but provides reasonable assurance that problems are identified on a timely basis and their impact mitigated and managed. Major risks to which the Charity are exposed have been reviewed and systems put in place to mitigate those risks. The board will continue to review the corporate risk register and ensure that action plans are in place to mitigate its key risks.

Loss of funding

The effects of this in the short term have been minimised by maintaining reserves, and a very active programme of seeking and securing funds from a variety of sources. The Charity continues to seek to further diversify its funding sources.

Internal risks

Internal risks are minimised by the implementation of financial procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures were reviewed by an independent qualified accountant in the spring of 2013 and continue to be reviewed annually. The Board accepted all the recommendations for further improvements to the system made in the regular six monthly reviews of the risk register.

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.

The annual report was approved by the Trustees of the charity on Date of trustee approval of the annual report and signed on its behalf by:



M.A Beere
Chair of Trustees



P. J. G. Symonds
Treasurer

Statement of Trustees' Responsibilities

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

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

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

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

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

Auditor

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

The Trustees' report was approved by the Board of Trustees on 24-10-2025 and signed on its behalf by:



M.A Beere
Chair of Trustees



P. J. G. Symonds
Treasurer

Financial Statements

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)".

- Independent Auditor's Report to the Members of Citizens Advice LeicesterShire
- Statement of financial activities
- Balance Sheet
- Statement of cash flow
- Notes to the Financial Statements

Independent Auditor's Report to the Members of Citizens Advice LeicesterShire

Opinion

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

In our opinion, the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Independent Auditor's Report (Continued) to the Members of Citizens Advice LeicesterShire

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the Trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; 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 Trustees' responsibilities, the Trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the Trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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.

The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

- We obtained an understanding of the legal and regulatory frameworks that are applicable to the charitable company;
- We enquired of management, whether they were aware of any instances of non-compliance with laws and regulations or whether they had any knowledge of actual, suspected or alleged fraud;
- We assessed the susceptibility of the entity's financial statements to material misstatement, including how fraud might occur;
- We tested journal entries or evidence of any that were unusual or unexpected;
- We evaluated the assumptions and judgements used by management within significant accounting estimates and assessing if these indicated evidence of management bias;
- We tested significant transactions, in particular the evaluation of the business rationale for any which appears unusual or outside the charitable company's normal course of business.

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

Independent Auditor's Report (Continued) to the Members of Citizens Advice LeicesterShire

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

J Cain

Jordan Cain ACA (Senior Statutory Auditor)

For and on behalf of Xeinadin Audit Limited, Statutory Auditor

Chartered Accountants

Cabourn House Station

Street Bingham

Nottinghamshire NG13 8AQ

Date: 27/10/2025

Statement of financial activities

Including the Income and Expenditure account

For the year ended 31st March 2025

Current financial year	Notes	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Total 2024 £
Income and endowments from:					
Donations and legacies	**3**	4,465	-	4,465	6,854
Charitable activities	**4**	422,386	1,265,943	4,688,329	1.633.611
Investments	**5**	4,318	-	4,318	-
Other income	**6**	1,812	1,926	3,738	-
Total income		432,981	1,267,869	1,700,850	1,640,465
Expenditure on:					
Charitable activities	**7**	457,423	1,419,768	1,877,191	1,642,512
Other expenditure	**12**	12,595	-	12,595	21,980
Total expenditure		470,018	1,419,768	1,889,786	1,664,492
Net expenditure		(37,037)	(151,899)	(188,936)	(24,027)
Transfers between funds		(151,899)	151,899	-	-
Net movements in funds	**9**	(188,936)	-	(188,936)	(24,027)
Reconciliation of funds:					
Fund balances at 1st April 2024		628,310	-	628,310	652,337
Fund balances at 31st March 2025		439,374	-	439,374	628,310

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

Statement of financial activities (Continued)

Including the Income and Expenditure account

For the year ended 31st March 2025

Prior financial year	Notes	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Income and endowments from:				
Donations and legacies	**3**	6,854	-	6,854
Charitable activities	**4**	428,990	1,204,621	1.633.611
Total income		435,844	1,204,621	1,640,465
Expenditure on:				
Charitable activities	**7**	288,062	1,354,450	1,642,512
Other expenditure	**12**	21,980	-	21,980
Total expenditure		310,042	1,354,450	1,664,492
Net income/(expenditure)		125,802	(149,8290	(24,027)
Transfers between funds		(148,821)	148,821	-
Net movements in funds	**9**	(23,019)	(1,008)	(24,027)
Reconciliation of funds:				
Fund balances at 1st April 2023		651,329	1,008	652,337
Fund balances at 31st March 2024		628,310	-	628,310

Balance Sheet

As at 31st March 2025

	Notes	2025 £	£	2024 £	£
Current assets					
Debtors	**15**	59,413		57,091	
Cash at bank and in hand		599,566		742,565	
		658,979		799,656	
Creditors: amounts falling due within one year	**16**	(219,605)		(171,346)	
Net current assets			439,374		628,310
The funds of the charity					
Unrestricted funds	**20**		439,374		628,310
			439,374		628,310

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2025.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on 24-10-2025

M Beere

Peter Symonds

M.A Beere
Chair of Trustees

P. J. G. Symonds
Treasurer

Company registration number 07186736 (England and Wales)

Statement of cash flows

For the year ended 31st March 2025

	Notes	2025 £	2025 £	2024 £	2024 £
Cash flows from operating activities					
Cash absorbed by operations	**22**		(147,317)		(180,841)
Investing activities					
Investment income received		4,318		-	
Net cash generated from investing activities			4,318		-
Net cash generated from financing activities			-		-
Net decrease in cash and cash equivalents			(142,999)		(180,841)
Cash and cash equivalents at beginning of year			742,565		923,406
Cash and cash equivalents at end of year			599,566		742,565

Notes to the Financial Statements

For the year ended 31st March 2025

1 Accounting policies

Charity information

Citizens Advice Leicestershire is a charitable company registered with the Charity Commission in England & Wales. The charity's registered number and office address can be found in the trustees report.

1.1 Accounting convention

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

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

The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value.

The charity meets the definition of a public benefit entity under FRS 102.

1.2 Going concern

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

1.3 Charitable funds

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

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

1.4 Income

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

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

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

Grants are recognised when it is probable that the income will be received and the amount can be measured reliably based on performance and specific deliverables.

Notes to the Financial Statements (Continued)

For the year ended 31st March 2025

1 Accounting policies (Continued)

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

All expenditure is inclusive of irrecoverable VAT.

1.6 Tangible fixed assets

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

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

Furniture and equipment	3 years straight line

1.7 Cash and cash equivalents

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

1.8 Financial instruments

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

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

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

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Notes to the Financial Statements (Continued)

For the year ended 31st March 2025

1 Accounting policies (Continued)

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

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

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

Derecognition of financial liabilities

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

1.9 Taxation

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

1.10 Retirement benefits

The charity operates a defined contribution pension scheme for staff. The assets of the scheme are held separately from those of the charity in an independently administered fund. Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2 Critical accounting estimates and judgements

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

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

3 Income from donations and legacies

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Donations and gifts	4,465	6,854

Notes to the Financial Statements (Continued)

For the year ended 31st March 2025

4 Income from charitable activities

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Charitable activities						
General advice	422,386	441,154	863,540	428,990	382,011	811,001
Debt advice	-	137,770	137,770	-	137,498	137,498
Benefits advice	-	585,978	585,978	-	608,469	608,469
Pension advice and financial capability	-	101,041	101,041	-	76,643	76,643
	422,386	1,265,943	1,688,329	428,990	1,204,621	1,633,611

5 Income from investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Interest receivable	4,318	-

6 Other income

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Other income	1,812	1,926	3,738	-	-	-

Notes to the Financial Statements (Continued)

For the year ended 31st March 2025

7 Expenditure on charitable activities

	Charitable activities 2025 £	Charitable activities 2024 £
Direct costs		
General advice	1,017,840	782,417
Debt advice	169,801	166,370
Benefits advice	588,146	617,082
Pensions guidance and financial capability	101,404	76,643
	1,877,191	1,642,512
Analysis by fund		
Unrestricted funds	457,423	288,062
Restricted funds	1,419,768	1,354,450
	1,877,191	1,642,512

Notes to the Financial Statements (Continued)

For the year ended 31st March 2025

8 Support costs allocated to activities

	Governance costs	Staff costs	Office costs	Premises costs	Other	Total	Total
	2025 £	2025 £	2025 £	2025 £	2025 £	2025 £	2024 £
General advice	12,558	54,818	98,201	46,206	319	212,102	134,150
Debt service	1,635	7,138	12,787	6,017	42	27,619	20,499
Benefits service	5,563	28,650	51,323	24,149	167	110,852	77,185
Pensions guidance and financial capability	579	2,526	4,525	2,129	15	9,774	9,591
	21,335	93,132	166,836	78,501	543	360,347	241,425

Notes to the Financial Statements (Continued)

For the year ended 31st March 2025

9 Net movement in funds

	2025 £	2024 £
The net movement in funds is stated after charging/(crediting):		
Fees payable for the audit of the charity's financial statements	12,595	13,299

10 Trustees

None of the Trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

11 Employees

The average monthly number of employees during the year was:

	2025 Number	2024 Number
Charitable purposes	57	52
Management and administration	4	4
Total	61	56

Employment costs	2025 £	2024 £
Wages and salaries	1,420,924	1,243,735
Social security costs	117,551	104,911
Pension costs	69,876	65,742
	1,608,351	1,414,388

Redundancy and termination payments totalling £23,435 were made in the reporting period.

The number of employees whose annual remuneration was more than £60,000 is as follows:

	2025 Number	2024 Number
£60,001-£70,000	1	1

Remuneration of key management personnel

The remuneration of key management personnel was as follows:

	2025 £	2024 £
Aggregate compensation	227,636	198,504

The Trustees consider key management to be the senior management team as described at the start of these financial statements on the legal and administrative information page.

Notes to the Financial Statements (Continued)

For the year ended 31st March 2025

12 Other expenditure

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Staff costs	-	8,681
Audit fees	12,595	13,299
	12,595	21,980

13 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

14 Tangible fixed assets

	Furniture and equipment £
Cost	
At 1st April 2024	81,795
Disposals	(81,795)
Depreciation and impairment	
At 1st April 2024	81,795
Eliminated in respect of disposals	(81,795)
Carrying amount	
At 31st March 2025	-
At 31st March 2024	-

15 Debtors

Amounts falling due within one year:	2025 £	2024 £
Trade debtors	10,117	33,436
Accrued income	40,313	5,420
Prepayments	8,983	18,235
	59,413	57,091

Notes to the Financial Statements (Continued)

For the year ended 31st March 2025

16 Creditors: Amounts falling due within one year

	Notes	2025 £	2024 £
Deferred income	17	104,002	66,617
Trade creditors		24,318	5,530
Other creditors		24,403	68,006
Accruals		66,882	31,193
		219,605	171,346

17 Deferred income

	2025 £	2024 £
Other deferred income	104,002	66,617

Deferred income is included in the financial statements as follows:

	2025 £	2024 £
Deferred income is included within:		
Current liabilities	104,002	66,617
Movements in the year:		
Deferred income at 1st April 2024	66,617	171,379
Released from previous periods	(66,617)	(171,379)
Resources deferred in the year	104,002	66,617
Deferred income at 31st March 2025	104,002	66,617

Income is deferred only in the following scenarios:

- The donor specifies that the grant or donation must only be used in future accounting periods.
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

18 Retirement benefit scheme

Defined contribution schemes	2025 £	2024 £
Charge to profit or loss in respect of defined contribution schemes	69,876	65,742

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

Notes to the Financial Statements (Continued)

For the year ended 31st March 2025

19 Restricted funds

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

	As at 1st April 2024 £	Incoming resources £	Resources expended £	Transfers £	As at 31st March 2025 £
Leicester City Council	-	342,426	(460,004)	117,578	-
Macmillan	-	192,965	(192,965)	-	-
Pension Wise	-	55,182	(55,182)	-	-
Money Advice Service	-	135,843	(169,801)	33,958	-
Help to claim	-	373,567	(373,567)	-	-
EMSTN	-	38,511	(38,511)	-	-
Hinckley Foodbank	-	40,861	(40,861)	-	-
LES	-	20,995	(20,995)	-	-
Laptops and Headsets	-	377	(377)	-	-
Lutterworth Foodbank	-	21,284	(21,284)	-	-
Multiply	-	33,949	(34,312)	363	-
UKSPF	-	11,909	(11,909)	-	-
	-	1,267,869	(1,419,768)	151,899	-

Previous year:	As at 1st April 2023 £	Incoming resources £	Resources expended £	Transfers £	As at 31st March 2024 £
Leicester City Council	-	326,064	(432,651)	106,587	-
Macmillan	-	153,410	(162,023)	8,613	-
Pension Wise	-	76,643	(76,643)	-	-
Money Advice Service	-	137,498	(166,370)	28,872	-
AMSS	-	93,552	(93,552)	-	-
Help to claim	-	303,071	(303,071)	-	-
Moneywise Plus	1,008	-	(1,008)	-	-
EMSTN	-	36,054	(36,054)	-	-
Hinckley Foodbank	-	22,382	(22,382)	-	-
Cost of Living	-	15,000	(16,189)	1,189	-
LES	-	13,335	(16,895)	3,560	-
Laptops and Headsets	-	2,122	(2,122)	-	-
Multiply	-	25,490	(25,490)	-	-
	1,008	1,204,621	(1,354,450)	148,821	-

Transfers from general to restricted funds are done so to meet overspends on restricted projects or to correct previous period transfers made in error.

Notes to the Financial Statements (Continued)

For the year ended 31st March 2025

19 Restricted funds (Continued)

The specific purposes for which the funds are to be applied are as follows:

Leicester City Council - to provide general and specialist advice to the residents of Leicester City.

Macmillan - part of countywide funding received from Macmillan Cancer to offer advice to those living with cancer, their careers and family.

Pension Wise - the Bureau was appointed as a delivery centre for the Government's Pension Wise Guidance Service. The Bureau delivered the service across the County from 2016 as part of a consortium of Local Citizen Advice.

Money Advice Service - EMMA is the lead contractor in the East Midlands for the Government's Money Advice Service (MAS) and provides funding for three full time equivalent specialist Money Advice caseworker roles.

Help to Claim Service - Part of a national service supporting people to make a Universal Credit claim and supporting them through that process until they receive their first full payment.

EMSTN - Providing free advice on a range of social welfare issues to anyone in the East Midlands area who is affected by Sickle Cell or Thalassaemia - including patients and their families.

Hinckley Foodbank - Funded by Hinckley Area Food bank and in collaboration with Trussell Trust providing advice and ongoing casework to people accessing the Lutterworth & Villages Foodbank to tackle the issues that have led to their need for emergency food support.

Lutterworth Foodbank - Funded by The PCC (Parochial Church Council) and in collaboration with Trussell Trust providing advice and ongoing casework to people accessing the Lutterworth & Villages Foodbank to tackle the issues that have led to their need for emergency food support.

LES - Leicestershire Energy Support (LES) aims to improve wellbeing and confidence for vulnerable energy consumers by providing advice and referrals which will help to mitigate the impact of the increased cost of energy.

Multiply - a practical numeracy programme to enable adults aged 19+ who do not have a level 2 maths qualification to gain increased confidence with numbers and improve their ability to manage their money.

20 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	As at 1st April 2024 £	Incoming resources £	Resources expended £	Transfers £	As at 31st March 2025 £
General funds	634,988	432,981	(470,018)	(151,899)	446,052
Leicester City Council	(6,678)	-	-	-	(6,678)
	628,310	432,981	(470,018)	(151,899)	439,374

Notes to the Financial Statements (Continued)

For the year ended 31st March 2025

20 Unrestricted funds (Continued)

Previous year:	As at 1st April 2023 £	Incoming resources £	Resources expended £	Transfers £	As at 31st March 2024 £
General funds	658,007	435,844	(310,042)	(148,821)	634,988
Leicester City Council	(6,678)	-	-	-	(6,678)
	651,329	435,844	(310,042)	(148,821)	628,310

21 Related party transactions

During the year the charity made the following related party transactions:

Citizens Advice (UK)

CITAL is a member of Citizens Advice, the national charity (Charity Number: 279057) which sets out a framework for standards of advice and case management and supports with an information system, training and other services.

Total costs for membership during the year were £11,536 (2024: £11,159)

At the balance sheet date the amount due from Citizens Advice (UK) was £Nil (2024: £263)

22 Cash absorbed by operations

	2025 £	2024 £
Deficit for the year	(188,936)	(24,027)
Adjustments for:		
Investment income recognised in statement of financial activities	(4,318)	-
Movements in working capital:		
(Increase)/decrease in debtors	(2,322)	32,877
Increase/(decrease) in creditors	10,874	(84,929)
Increase/(decrease) in deferred income	37,385	(104,762)
Cash absorbed by operations	(147,317)	(180,841)

23 Analysis of changes in net funds

The charity had no debt during the year.

Free, confidential advice.
Whoever you are.

We help people overcome their problems and campaign on big issues when their voices need to be heard.

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

We're here for everyone.

citizensadviceleicestershire.org.uk

Published September 2025

Citizens Advice LeicesterShire is an operating name of LeicesterShire Citizens Advice Bureau. Registered charity number 1135081
Company Limited by guarantee. Registered number 07186736
Authorised and regulated by the Financial Conduct Authority. Firm Reference Number (FRN): 617648
Registered office: Clarence House, 46 Humberstone Gate, Leicester LE1 3PJ

CITIZENS ADVICE LEICESTERSHIRE

England & Wales - Charity number 1135081

Accounts

Company registration number: 07186736
Charity registration number: 1135081

Citizens Advice LeicesterShire

(A company limited by guarantee)

Annual Report and Financial Statements for the year ending 31st March 2024









citizens advice LeicesterShire

Free, confidential advice.

Whoever you are.

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Message from the Chair

Citizens Advice LeicesterShire is a local charity, helping local people to cope with financial, health and consumer issues. We believe that knowledge empowers people to make informed decisions, gives freedom of choice and builds resilience. We are funded by local contracts and donations, with accreditation from the national Citizens Advice network.

We provide vital advice and information to people from all backgrounds. This would not be possible without the hard work and commitment of our people. I am proud of the way our employees and volunteers make every effort to alleviate pressures on local people during challenging times. Together, we make a meaningful impact in the lives of those we serve.

The cost-of-living crisis has had a significant impact on individuals and organisations. Citizens Advice LeicesterShire has not been exempt from this and our income has not kept pace with rising operating costs. Given the pressures on the Local Authorities and Charities that fund our work, we must look to build a sustainable future and continue to provide the best levels of service that we can.

The key priority is to maximise our income, followed by an expansion of the areas where we can provide help. This means identifying and exploring new opportunities to increase funding or build new partnerships. We want the organisation to continue to be here for local people by becoming fit for the future. That is why the Board of Trustees developed a new strategy in the last quarter of the financial year.

All the trustees are committed to looking for new opportunities to use and build on the expertise the organisation currently has. This is not a quick fix. The first step is to develop and implement the strategic plan - the roadmap that will enable us to enhance our services. I'm pleased to say that our new CEO, Vicky Gutteridge, is working closely with the Board of Trustees on this.

We thank Malcolm Flaherty for guiding the organisation through many changes in the 20 years he was on the Board. He stepped down as Chairman towards the end of the financial year. We also said goodbye to Vic Goodman, who was a stalwart member of the Finance and General Purposes trustee subgroup for many years.

Looking forward I, together with all my fellow trustees, are confident that it is possible to enhance our services and build on the great work that has already been done. This is an exciting time for the organisation. One full of new opportunities.

Marie-Anne Beere
Chair of Trustees

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 31st March 2024.

Towards the end of the last financial year (year end March 2023) our CEO, Richard Evans, unexpectedly passed away on 28th March 2023. This greatly impacted on the Board, staff, volunteers and the organisation. Business interruption plans were instigated, and Acting CEO cover put into place. Our newly appointed CEO joined the organisation towards the end of this financial year on 2nd January 2024.

Objectives and Activities

Objects and Aims

The Charity's purposes, as set out in the objects contained in the Company's Memorandum of Association, are to promote any charitable purpose for the benefit of the whole community of Leicestershire ("the area of benefit") by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

Our aims are focused on the provision of advice people need for the problems they face and the improvement of the policies and practices that affect people's lives. Our service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

The main area of benefit refers to the community of Leicestershire and the organisation focuses the majority of activities on Leicestershire and the City of Leicester. However, work is now accepted from other parts of the country for some services including national telephone calls and web chat. The Charity has developed its own Mission Statement to reflect more accurately the purpose and role of the organisation:

“Citizens Advice LeicesterShire (CITAL) will continue to be recognised as the leading provider of appropriate excellent advice across the county and city. We will develop and maintain a range of provisions that meet the new and emerging challenges facing people in our area, including the prevention of homelessness and the cost of living crisis."

Public Benefit

Our main objectives for the year have been developing our service so it matches the needs of the clients we are trying to support whilst continuing with all bidding opportunities.

We will achieve our Aim by focusing on five major objectives:

1. **People** — Ensuring clients remain central to our organisation and all our developments; ensuring motivated and engaged staff and volunteers by having effective communication systems, excellent training and support.
2. **Financial sustainability** — Ensuring the financial sustainability of CITAL. We will do this by rigorous financial management, effective monitoring of the changing environment, accessing core funding, exploiting new markets and developing social enterprises.
3. **Delivery and innovation** — Ensuring all our people deliver consistently high standards of advice-giving. We will continue to innovate to best meet the new and emerging needs of our clients including the use of developing technologies as the leading provider in Leicestershire.
4. **Local profile** — To be recognised as market leaders in the innovative work we do and develop a high profile for the organisation locally, regionally and nationally. To focus on social policy, being articulate, visible and vocal about the consequences of local and national government policy on local people.
5. **National profile** — To play an effective but robust role within Citizens Advice nationally whilst reflecting the need of the local population with our own and the funders' aspirations.

All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The Board of Trustees have had due regard to the Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

Achieving our aims and objectives

Guiding Principles

- Our services will be free at the point of delivery where possible
- Services accessible to all through a diversity of appropriate routes relating to the capacity of the client
- Key priorities for face-to-face services will be for the most vulnerable
- Where we cannot provide, we will signpost to other services

The strategies employed to achieve the charity's aims and objectives are to:

- To be the provider of choice of Information and Advice services for our local partners. We measure this by the number of services we are successful in procuring and delivering.
- To deliver a safe, effective and efficient service. We measure this by meeting our service Key Performance Indicators (KPI's) and by the outcomes we achieve.
- We provide impartial, accurate and quality advice and information. We measure this by maintaining our Quality of Advice standard and through internal and external audits.
- We promote equality, diversity and inclusion; for our staff, volunteers and the people we serve. We measure this by using our demographics data to ensure our staff and volunteers represent our communities and that people in the greatest need can access our services.
- Our staff and volunteers are well trained, confident and have the resources they need to perform well. We measure this through our service Key Performance Indicators, staff and volunteer supervision and feedback surveys.

Volunteers

"I have been a Volunteer Adviser for Citizens Advice LeicesterShire since 2013. After retiring, I had a strong urge to give something back to the community, and volunteering enabled me to do so."

Marcia, Volunteer Adviser

In addition to approximately 56 paid staff, the organisation receives help and support in the form of voluntary assistance in offering advice to the public.

Volunteers represent an indispensable part of the organisation and without them there would not be a Citizens Advice service. Across Citizens Advice LeicesterShire, we have over 50 dedicated volunteers.

Within our county service, we estimate that they contribute over 160 hours weekly and 7383 hours annually. This adds up to an equivalent value of £175,937.



However, their value is inadequately expressed in monetary terms. Indeed, volunteers bring many skills and equally; the experience gained with us helps individuals return to the labour market.

Case Study: Rising Energy Costs



Sarah*, an 83-year old female client in Hinckley, who has a limited ability to hear, was anxious about the rising cost of electricity. She was unable to pay her weekly electricity bills at her local post office as her E.ON cards were damaged, meaning she had to travel a significant distance, and feared she was in arrears.

Struggling to communicate over the phone, our face-to-face service proved invaluable. One of our advisers was able to contact E.ON and discovered that she had £1,899.45 in credit on her gas account and £131.68 on her electricity. We also ordered her replacement payment cards so she didn't have to travel far to pay her bills.

Finding out she had credit on her accounts proved to be a relief and shows how important face to face services are for people with communication difficulties. It also shows how having someone to find out information for you that seems overwhelming can have such a positive impact on reducing stress and feeling more in control of your finances.

* Client name changed to protect anonymity

Achievements and Performance

The main areas of charitable activity are: the provision of general advice and information services; the provision of specialist advice and casework services in the debt and welfare benefits categories of social welfare law and guidance on current pension regulations. Throughout the year we have continued to offer advice and information in the following ways:

Telephone — we continued to operate a City and County-wide telephone triage service staffed by volunteer and paid assessors. The line is answered between the hours of 9.00am and 4.30pm from Monday to Friday.

Face to face — we continue to provide in person advice at Narborough, Market Harborough, Coalville, Hinckley and Leicester City. We see a preference for telephone advice continue and reserve our in-person appointments for those with the greatest need.

Full advice — we offer general and specialist advice through our team of trained volunteer advisers and paid staff. This was delivered by telephone, email and face to face for those that needed additional support. We also offered advice via video.



Information and self-help — supporting service users to become more self-reliant by accessing online information. During the year we generated 667,093 website hits, equating to a 47% increase from last year.

Outreach — For Leicester City clients we operate outreach services at Wesley Hall, St Barnabas Library and the Community Shop in Beaumont Leys. Across the county, we offered outreach at Coalville, Ashby-de-la-Zouch, Melton and at food banks located in Hinckley and Lutterworth.



31,171
people helped

7.5%
were disabled

51%
had a long term health condition



82,339
total issues handled



39,267
benefit issues



13,124
debt issues



£1,330,650
debts written off

£14,976,876
additional income gained for our clients



218,943
City website hits

448,150
County website hits

Whilst we saw a small decrease of 4% in the number of clients seen compared to last year, the number of issues handled increased by 2.6%, demonstrating the level of complexity we see for our clients who increasingly experience multiple compounding issues. The tangible value we provide by maximising our clients' income increased by 6% compared to last year. However, the intangible benefits to our clients such as someone to listen to their concerns, finding a way forward and reducing the pressure on their mental health are immeasurable.

City social welfare and advice service

Key Stats



18,325 people helped



40,344 issues



£7,073,624 additional income gained for our clients

This service started in April 2019 for a five-year +1+1 contract and is funded by the City council. We provide telephone, email, in person appointments and outreach at Wesley Hall, St Barnabas Library and the Community Shop in Beaumont Leys.

We have a set of key performance indicators that are reported on a quarterly and annual basis. The service is performing well against our benchmarks in addition to maintaining excellent working relationships with our funder and partners.

This year we saw an increased number of clients referred to foodbanks (6% increase in Q4). Clients in crisis seen at York House have also increased peaking at a 92% increase in the final quarter. Telephone appointments, in person appointments and Outreach have also increased. We continue to achieve positive outcomes for the people of Leicester, maximising income through benefit checks, providing vital information to empower and supporting homeless prevention.

For Leicester, our data shows that approximately 10-12% of clients presenting to us are living on a negative budget, which is double the rate of surrounding County areas.

Nationally Leicester also is at the higher end of the national average, with some parts of inner London seeing up to 14-15 % of their clients living on a negative budget, which is the highest in England and Wales.

We have a motivated and high-performing team of 14 paid staff, consisting of supervisors, advisors and assessors. In addition to paid staff, we have a long-standing team of volunteers whose skills and commitment are greatly valued.

County generalist advice Service

Key Stats

12,846 people helped

41,995 issues

£7,298,174 additional income gained for our clients

We have been providing essential social welfare advice in Blaby, Harborough, Hinckley & Bosworth, North-West Leicestershire, Melton and Oadby & Wigston since 2020 for this current service. We provide information and advice by telephone, email, in person appointments and outreach.

Our service is currently funded by: Leicestershire County Council and the following district councils where we provide in person advice from their offices: Blaby District Council, Harborough District Council, Hinckley & Bosworth Borough Council and North West Leicestershire District Council. We provide a telephone service only that is funded through the core County Council grant for residents of Melton and Oadby & Wigston.

We work to quality benchmarks and performance indicators that are reported upon quarterly on a County Wide basis.

The most common issues clients came to us with were Benefits & tax credits, Debt, Charitable Support & Food Banks, Housing and Benefits Universal Credit. Rising energy costs continue to be of concern as Fuel Debts was one of the top debt issues after Other Debts.

We supported the County and District Councils in their delivery of the Household Support Fund (HSF) taking a collaborative approach with our Money Advice Service and Financial Inclusion Service. During the year we supported around 1029 applications, generating £219,353 in additional income for eligible clients.

We have a dedicated team of 7 paid staff, consisting of supervisors, advisors and assessors. In addition to paid staff, we have a large team of around 20 volunteers whose skills and commitment are greatly valued.

Specialist Services

East Midlands Sickle Cell and Thalassaemia Network

This service is funded by NHS England with the aims to increase the direct support available for EMSTN patients, contributing to improved health and wellbeing of our clients and to work in partnership with clinicians by providing a dedicated referral pathway for patients experiencing social welfare issues.

This was our second year with the EMSTN project, during which we helped **182 clients** with **722 issues** - a **106% increase** compared to the previous year.

It works out to be an average of 4 issues per client and demonstrates that EMSTN clients access our service with more issues than in our generalist service (2-3 issues per client). During 2023/24, we achieved a projected income gain of **£563,444**.

Of the 182 clients, 92 each received a financial outcome worth a projected **£6,125** per outcome.

Macmillan / CAB Welfare Benefits Service Leicestershire, leicester City and Rutland

Macmillan have been funding the Macmillan CAB Welfare Benefits Service since 2007 and have extended the contract through various forms in this time. Our team provides information, advice and advocacy to people affected by cancer living in Leicester, Leicestershire, Rutland or receiving treatment within the University Hospitals of Leicester NHS Trust (UHL). We provide a free and confidential service to cancer patients, their families, and carers. Our advice is focused on identifying benefit entitlement and assisting service users through the claiming process to achieve income maximisation.

During 2023/24, our 7 paid staff and 2 volunteers have helped **1,140 people** with **1,058 issues**. We were able to maximise our clients' annual income by **£3,548,829**.

We're proud that we have such a high demand for our Macmillan service, yet we have still achieved our quality targets and most importantly positive financial outcomes for our clients.

Help to Claim (HTC)



The project is delivered via the National Citizens Advice and selected local offices, of which we are one of the partners. The service is funded by the Department of Work and Pension for a period of 2 years.

Help to Claim service is delivered from 8am to 6pm, Monday to Friday across multi-channels to increase accessibility and meet support needs. We work in partnership with Jobcentre Plus (JCP) Leicestershire and Northamptonshire district with a view to improving its reach into the community by targeted marketing and partnership work to increase awareness of Help to Claim.

The project is for new Universal Credit claimants only and the project covers clients within England and Wales. The main purpose of the project is to check whether a client should be applying for Universal Credit and support them to start a UC claim until the first full payment is received.

Our Help to Claim service helped **5,142 people** with **8,850 issues**, maximising our clients' income by **£5,283,036.**

The team performs highly against strict targets, and we are proud that we are one of the top performing teams nationally and selected to deliver the HTC project for its 6th consecutive year. The top 5 issues were: Eligibility and calculation of Universal Credit, Understanding of Universal Credit payments, Advance payment, Telephone claim, and Better off calculation.

"We are very happy that [anonymous client] has received her first payment. We would like to offer our sincere thanks to the team who helped us as they gave us the correct information. I have also passed my thanks higher up the chain of command to ensure that your service gets the accolade it deserves."

Feedback from partner organisation



Multiply

Multiply is funded by Leicestershire County Council and is an adult learning numeracy project that provides one to one, tailored budgeting advice and tools for clients, supporting them to better manage their finances going forwards.

Learners must take part in at least two hours of learning, and this can be individually or group work. The purpose of the project is to increase numeracy confidence using practical life situations including budgeting, cookery and travel timetables.
We work to project performance targets that are reported monthly. This year we have supported **59 people** to feel more confident about managing their finances.

Leicestershire Energy Support

Leicestershire Energy Support (LES) provides clients across the county with specialist advice around their energy usage and needs, including debt and arrears. This project is funded by the Energy Redress Scheme, and we provide quarterly reports against performance targets and case studies. This year we have helped nearly **200 people** manage their energy debt.





Pension Wise

Funded by the Money and Pensions Service (MaPS), Pension Wise is a free and impartial service that we deliver to people over 50. We support people to understand the different ways you can take money from your pension. This year we have helped **1,096 people** with **2,196 issues** to make informed decisions about their pension.

Financial Inclusion Service

Food banks

Working together to help people find their way forward

We are proud to be working in partnership with The Trussell Trust across nine food banks in the Hinckley and Bosworth area. Together, we are working to maximise the income of clients using the food banks in these locations and, in turn, empower them to move on from reliance on emergency food provision.

We work to performance targets that are reported on quarterly and this year we have supported **279 clients** with **660 issues** across these outreach venues.

Going forward, we look forward to expanding this work and replicating the model into Lutterworth and the surrounding villages too.

Support Functions

To run effective services and an organisation it is essential that we have strong supporting business functions, namely People Management, Resource Management, Financial Management and Learning and Development.

Staff recruitment and retention is a challenge for the not-for-profit sector, aggravated by short term contracts and stagnant funding. However, we recruited 23 new staff this year to fill vacancies or new roles. Our staff survey shows that our staff are engaged and motivated in their work.

- Recognition — Employees feel like they are rewarded for a job well done
- Support — Employees feel supported by their managers and colleagues
- Commitment — Employees feel a sense of pride in belonging to the organisation
- We recruited and trained a total of 16 new volunteers during 2023/24
- We delivered 507 hours of training for volunteers
- We trained 36 staff with a total 595 training hours
- A total of 1,102 hours of training for staff and volunteers to be able to deliver their roles.

Case Study: Vulnerable Couple Saved from Homelessness

A couple with long-term health issues arrived at York House with their suitcases, distressed and afraid. They had recently lost their accommodation due to a disagreement with their sponsor, who had facilitated their pre-settled status.



Unsure of their next steps, they were in a vulnerable position. We acted quickly, securing them temporary shelter in a hotel for six months through a safeguarding referral to Leicester City Council.

When this support ended, we worked with One Roof Leicester, who generously provided local donations to allow the couple to remain in the hotel for an additional two months. We continue to support them, seeking suitable benefits and housing options. We're also helping the client explore employment opportunities, as their non-EEA status presents challenges to accessing income-related benefits.

This case demonstrates our team's dedication to going above and beyond for our clients. By collaborating with local charities, we prevented this couple from facing homelessness and continue to work towards securing their long-term stability.

Financial Review

It is fair to say the availability of funding in the Charity sector continues to remain difficult. The Charity's focus is on providing added value to its funders from a base of sound financial management and ensuring that our services remain relevant to the strategic objectives of stakeholders at local and national level.

Whilst we have worked hard to develop our service to enable us to deliver the most cost-effective service possible, the prospect of meeting the ever-increasing demand with significantly reduced funding resources is challenging.

In the reporting period the Charity generated an operating deficit of £24,027 from a total income of £1,640,465 and expenditure of £1,664,492. Whilst the deficit was less than our forecasted budget, this occurred in the main because of staff vacancies and rent reductions to reflect the reduced usage of premises for the period.

The number of staff vacancies carried, whilst not critical to the organisation, has presented us with some operational and management challenges. It is through the hard work and commitment of our staff and volunteers that this has had a minimal impact on the outcomes for our clients. To remain sustainable a key focus for the future is to build a high performing workforce that feels secure and valued.

Principal funding sources

The total income for the year of £1,640,465 represents a decrease of £46,779 from 2022/23. The Trustees extend their sincere gratitude to Leicester City Council, Leicestershire County Council, Blaby District Council, Harborough District Council, Hinckley and Bosworth Borough Council and North West Leicestershire District Council who continue to support the (core) operating capacity of the Charity.

Significant project-specific funding was gratefully received from Macmillan Cancer Support, Money Advice Service's Financial Inclusion Fund through the East Midlands Money Advice Agency in support of money advice, and from Her Majesty's Treasury in respect of the Pension Wise Service and Help to Claim. There is also a Leicestershire County Council funded services called "Multiply", our Trussell Trust funded food bank work across the Hinckley area, the Energy Redress funded Leicestershire Energy Support project and the EMSTN service funded by the NHS.

Financial risks

Objectives and policies

The Charity's activities expose it to a number of financial risks including credit risk, cash flow risk and liquidity risk. The use of financial derivatives is governed by the Charity's policies approved by the board of Trustees, which provide written principles on the use of financial derivatives to manage these risks. The Charity does not use derivative financial instruments for speculative purposes.

Credit risk

The Charity's principal financial assets are bank balances and cash, trade and other debtors. The Charity's credit risk is primarily attributable to its trade debtors. The amounts presented in the balance sheet are net of allowances for doubtful debts. An allowance for impairment is made where there is an identified loss event which, based on previous experience, is evidence of a reduction in the recoverability of the cash flows. The credit risk on liquid funds is limited because the counterparties are banks with high credit-ratings assigned by international credit-rating agencies.

The Charity has no significant concentration of credit risk, with exposure spread over a large number of counterparties and customers.

Liquidity risk

In order to maintain liquidity to ensure that sufficient funds are available for ongoing operations and future developments, the Charity maintains sufficient funds at the bank.

Reserves policy

The Trustees believe that the organisation should hold financial reserves in order to ensure that the CITAL can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising. The Trustees have a target of retaining the equivalent of three months' expenditure as financial reserves. CITAL's reserves are also held redundancy should the need arise to ensure that the organisation is able to cover contractual obligations for redundancy payments to staff and for unforeseen circumstances. This reserves policy is monitored and reviewed by the Trustees. The Trustees are aware that they have reached their target for reserves but will continue to work towards maintaining that situation.

Investment policy and objectives

In furtherance of its objectives, and for no other purposes, the company has the power to invest or deposit funds in any lawful manner. A Charities Aid Foundation Bank investment account was opened and trialled. This has resulted in a modest income.

Going concern

After making further appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

Plans for the future

Emerging from the Covid Pandemic and then into a cost-of-living crisis has increased demand on our services, whilst experiencing reduced or stagnant funding.

Never more has our service been needed.

Our forward strategy must address our ability to remain viable, agile and resilient in an ever-changing world so we can continue to deliver on our purpose and remain fit for the future.

The learnings we have taken from this year are:

- Unpredictable funding impacts the way we employ, reward and invest in staff, resulting in recruitment and retention challenges. Our future strategy must address new ways to recruit, retain, develop and reward our staff so that we cultivate an engaged, productive and stable workforce.
- Increased cost of living has not only impacted our communities but also our own costs and that of our system partners. This has resulted in funding challenges for everyone. Addressing our funding portfolio through an income generation strategy must be a key focus for the future.
- A system in crisis has called for reactionary working, leaving little time or resources to focus on strategic long-term planning and investment. This perfect storm has also increased financial pressure, and hardship for our beneficiaries, ultimately widening the gap of inequality. Strategic long-term planning to promote organisational resilience, services that meet emerging needs and mutually beneficial partnership working must be a priority for our future strategy.

The appointment of a new CEO in January 2024 has resulted in a thorough review of our Charity.

Acting upon the findings of the CEO “Listen and Learn” survey completed by staff and volunteers, a set of objectives have been created until a newly developed strategy has been written and approved.

Objectives for 2024/25	
Theme	**Objective**
Develop a 5-year living strategy	• Undertake a Staff and Volunteer survey • Hold a Trustee / leadership team strategic planning day • Board approval for our future strategy and objectives
Diversified Income Streams	• Review our current funding portfolio (away day) • Explore future initiatives (away day) • Appoint a Head of Income and Partnerships • Develop an income generation strategy
Reward and Recognition	• Review our current roles and salary structure • Initiate a reward and recognition working group • Approve an equitable pay structure approved by the board
Performance	• Identify key metrics for a performance dashboard • Develop strategic objectives linked to our strategy • Develop a 2–3-year business plan linked to our strategy • Develop and implement service operational plans linked to our strategy • Develop and deliver a leadership development programme
Infrastructure	• Review information technology needs for the future • Appoint an IT partner • Create an organisation wide shared information system • Maintain Cyber Essentials accreditation
Purpose and culture	• Review and refresh our purpose statement and values • Appoint an Income and Communications Officer • Build our brand by telling powerful stories • Hold a staff conference to improve connection and communication

Reference and Administrative Details

Trustees	M. T. Flaherty – Chair — Resigned 31 March 2024 M-A. Beere – Treasurer — Resigned 31 March 2024 and appointed as interim Chair 31 March 2024 P. J. G. Symonds — appointed interim Treasurer 31 March 2024 J. Walters V. T. Goodman — Resigned 23 May 2024 N. L. B. Waghela Z. Feghali D. Scruton
Company Secretary	V. Gutteridge – Appointed 29 July 2024 R. Evans – Resigned 9 June 2023
Central Management Team	V. Gutteridge - CEO R. Evans — Resigned 9 June 2023 A. E. Steiner (Acting CEO April —December 2023) H. Matthews (Acting CEO April — December 2023) L. Hegarty J. Thomas
Principal Office	Clarence House 46 Humberstone Gate Leicester LE1 3PJ
Registered Office	Clarence House 46 Humberstone Gate Leicester LE1 3PJ
	The Charity is incorporated in England and Wales

Company Registration Number	07186736
Charity Registration Number	1135081
Solicitors	Lawson West 4 Dominus Way Meridian Business Park Leicester LE19 1RP
Bankers	The Co-operative Bank plc 1 Balloon Street Manchester M60 4EP Unity Trust Bank 4 Brindley Place Birmingham B1 2JB CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ
Auditor	The Rowleys Partnership Ltd Chartered Accountants, Statutory Auditor Charnwood House Harcourt Way Meridian Business Park Leicester LE19 1WP

Structure, governance and management

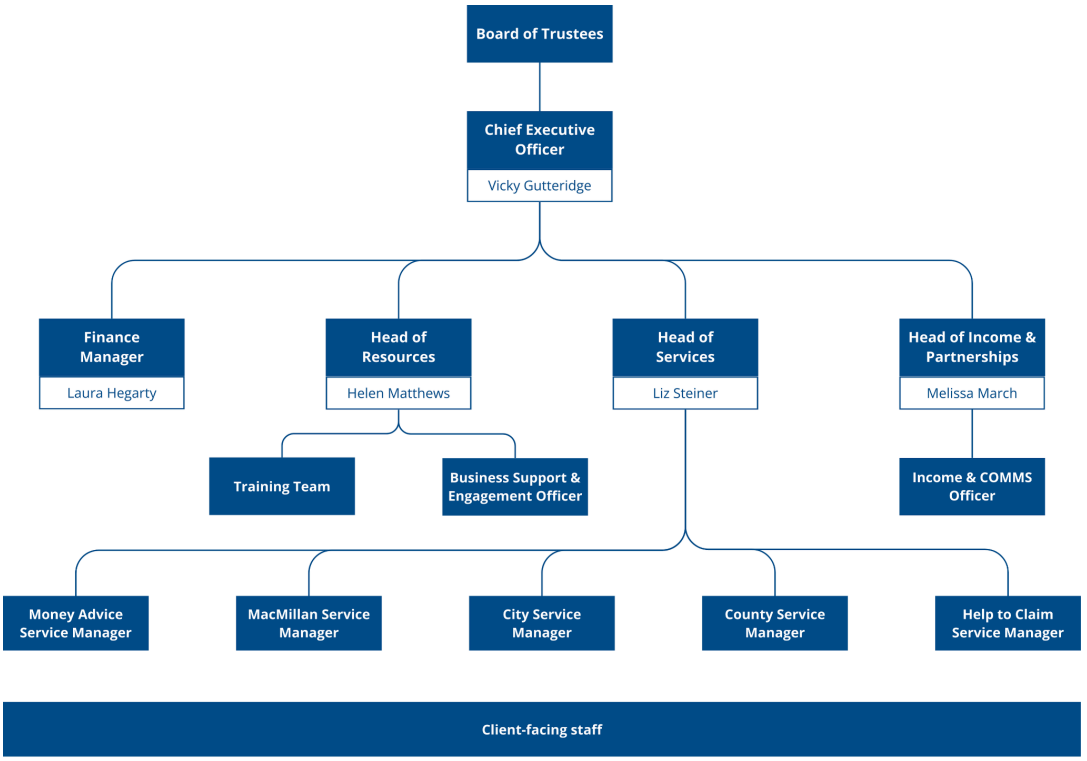
Organisational structure

CITAL is governed by its Trustee Board, which is responsible for setting the strategic direction of the organisation and the policy of the Charity. These policies are implemented by the Chief Executive. The Trustees carry the ultimate responsibility for the conduct of CITAL and for ensuring that the Charity stratifies its legal and contractual obligations. The Board has developed an induction procedure, in order to carefully select and induct new members onto its board. Trustees meet as a minimum each quarter and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management.

CITAL operates from five branches at Narborough, Market Harborough, Coalville, Hinckley, and Leicester. It also operates at three outreach venues in the city, two in the county and across nine foodbanks in Hinckley and Bosworth and has staff and volunteers working from home. The Melton Mowbray branch is closed permanently to the public due to a funding cut. However, reduced funding is still in place so residents of the Borough can access the services by telephone and email. The branch in Oadby and Wigston closed due to the loss of a local tender. However, a telephone service still operates in the Borough.

CITAL is a member of National Association of Citizens Advice, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. The organisation also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients.

Organisational Chart



Nature of governing document

Citizens Advice LeicesterShire (CITAL) is a registered Charity and was incorporated as a company by limited guarantee on 11 March 2010 under the name “South and West Leicestershire Citizens Advice Bureau”. The name was changed on 1 January 2012 following the merger of the organisation with Citizens Advice Leicester, at which date the assets and liabilities of Citizens Advice Leicester were acquired. The name changed again, on 21 July 2016, following the rebranding of the organisation to Citizens Advice LeicesterShire. Its objects and powers and other constitutional matters are set out in its Memorandum and Articles of Association.

A new Memorandum and Articles of Association was approved at an EGM in 2020 on the advice of Citizens Advice National. No major changes were included in the update except for clarifying that volunteers involved with service delivery could not also act as Trustees. The updated Articles of Association also clarified the AGM process.

Our Trustees

"The two things that make me feel truly fulfilled are when I am with my family and when I'm helping to make a real difference to my community — which Citizens Advice LeicesterShire enables me to do."

Narendra Waghela, Trustee at Citizens Advice LeicesterShire



Trustees, senior leaders and service managers

Recruitment and appointment of Trustees

The Charity is governed through a Trustee Board. Trustees who have held office during the year are listed on page 23. The Articles of Association provide for a minimum of six and a maximum of twelve Trustees.

Trustees are elected to the Board and are appointed by a resolution of its members at an AGM. The Board has powers to co-opt members who shall retire at the following AGM and may offer themselves for re-election.

Board meetings are held predominately in person on a quarterly basis with a standing agenda. This includes a CEO report and management accounts with an emphasis on strategic planning. However, when specific issues need to be discussed away from the main Trustee Board meeting, smaller and specific meetings have been called often involving wider representation from the paid staff group.

Induction and training of Trustees

New Trustees are briefed on their legal obligations under Charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan and recent financial performance of the Charity. They also meet key employees and other Trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role.

Pay policy for senior staff

The senior leadership and management structure is shown on page 25 and the remuneration for these posts are reviewed annually by the board alongside the forecasted budget. Pay increases are made in line with inflation where the budget allows. Salaries are benchmarked against the Citizens Advice Network and the wider not for profit sector and we aim for the mid-point of these ranges.

Major risks and management of those risks

Corporate risk

CITAL has completed a Corporate Risk Management exercise and maintains a risk register that is regularly reviewed. This process cannot entirely eliminate all risks but provides reasonable assurance that problems are identified on a timely basis and their impact mitigated and managed. Major risks to which the Charity are exposed have been reviewed and systems put in place to mitigate those risks. The board will continue to review the corporate risk register and ensure that action plans are in place to mitigate its key risks.

Loss of funding

The effects of this in the short term have been minimised by maintaining reserves, and a very active programme of seeking and securing funds from a variety of sources. The Charity continues to seek to further diversify its funding sources.

Internal risks

Internal risks are minimised by the implementation of financial procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures were reviewed by an independent qualified accountant in the spring of 2013 and continue to be reviewed annually. The Board accepted all the recommendations for further improvements to the system made in the regular three to six monthly reviews of the risk register.

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.

Reappointment of auditor

A review of our auditors is due to take place for the next financial year by a competitive tendering process. An Auditor will be appointed before the end of the 28-day period after the accounts are circulated in accordance with section 485 of the Companies Act 2006.

The annual report was approved by the Trustees of the charity on 12th November 2024 and signed on its behalf by:

M.A Beere
Chair of Trustees

P. J. G. Symonds
Treasurer

Statement of Trustees' Responsibilities

The Trustees (who are also the directors of Citizens Advice LeicesterShire 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).

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

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP 2019 (FRS 102);
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware; and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Approved by the Trustees of the charity on 12th November 2024 and signed on its behalf by:

M.A Beere
Chair of Trustees

P. J. G. Symonds
Treasurer

Financial Statements

Independent Auditor's Report

Statement of Financial Activities for the Year Ended 31 March 2024

Balance Sheet as at 31 March 2024

Statement of Cash Flows for the Year Ended 31 March 2024

Notes to the Financial Statements for the Year Ended 31 March 2024

Independent Auditor's Report to the Members of Citizens Advice LeicesterShire

Opinion

We have audited the financial statements of Citizens Advice LeicesterShire (the 'charitable company') for the year ended 31 March 2024, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (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 charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

Conclusions relating to going concern (Continued)

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

Other information

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

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

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the Trustees' Report.
We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- Adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or

Matters on which we are required to report by exception (Continued)

- The financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of Trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit; or
- The Trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of Trustees

As explained more fully in the Trustees' Responsibilities statement (set out on page 31), the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed on the following page (p36).

Auditor's responsibilities for the audit of the financial statements (Continued)

- We obtained an understanding of the legal and regulatory frameworks that are applicable to the charitable company and determined that the most significant which are directly relevant to specific assertions in the financial statements are those related to the financial reporting frameworks (UK Generally Accepted Accounting Practice, the Companies Act 2006, the Charities Act 2011) and the relevant tax compliance regulations in the jurisdiction in which the charitable company operates;
- We enquired of management, whether they were aware of any instances of non-compliance with laws and regulations or whether they had any knowledge of actual, suspected or alleged fraud;
- We assessed the susceptibility of the entity's financial statements to material misstatement, including how fraud might occur;
- We assessed the appropriateness of the collective competence and capabilities of the engagement team by understanding the practical experience with audit engagements of a similar nature and complexity, plus ensuring the team had appropriate and relevant training of the financial reporting framework and the relevant tax compliance regulations specific to the entity;
- We reviewed the financial statements and tested the disclosures against supporting documentation;
- We communicated relevant matters to all members of the audit team to ensure they understood the risks specific to the entity and the audit procedures planned to mitigate these;
- Our testing considered unusual or unexpected journal entries on a sample basis;
- We evaluated the assumptions and judgements used by management within significant accounting estimates and assessing if these indicate evidence of management bias; and
- We tested significant transactions, in particular the evaluation of the business rationale for any which appear unusual or outside the charitable company's normal course of business.

Auditor's responsibilities for the audit of the financial statements (Continued)

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

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

Use of our report

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

Mrs L G Parkes FCA FCCA (Senior Statutory Auditor)
for and on behalf of The Rowleys Partnership Ltd
Statutory Auditors
Chartered Accountants
Charnwood House,
Harcourt Way
Meridian Business Park
Leicester
LE19 1WP

Date:

Statement of Financial Activities for the Year Ended 31 March 2024 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2024 £
Income and Endowments from:				
Donations and legacies	3	6,854	-	6,854
Charitable activities	4	428,990	1,204,621	1,633,611
Total income		435,844	1,204,621	1,640,465
Expenditure on:				
Charitable activities	5	(288,062)	(1,354,450)	(1,642,512)
Other expenditure	6	(21,980)	-	(21,980)
Total Expenditure		(310,042)	(1,354,450)	(1,664,492)
Net income/(expenditure)		125,802	(149,829)	(24,027)
Transfers between funds	16	(148,821)	148,821	-
Net movement in funds		(23,019)	(1,008)	(24,027)
Reconciliation of funds				
Total funds brought forward		651,329	1,008	652,337
Total funds carried forward	16	628,310	-	628,310

Comparative Statement of Financial Activities for the Year Ended 31 March 2023 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2023 £
Income and Endowments from:				
Donations and legacies	3	3,903	-	3,903
Charitable activities	4	435,577	1,247,764	1,683,341
Total income		439,480	1,247,764	1,687,244
Expenditure on:				
Charitable activities	5	(323,899)	(1,324,890)	(1,648,789)
Other expenditure	6	(15,891)	-	(15,891)
Total Expenditure		(339,790)	(1,324,890)	(1,664,680)
Net income/(expenditure)		99,690	(77,126)	22,564
Transfers between funds	16	(57,649)	57,649	-
Net movement in funds		42,041	(19,477)	22,564
Reconciliation of funds				
Total funds brought forward		609,288	20,485	629,773
Total funds carried forward	16	651,329	1,008	652,337

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

(Registration number: 07186736)

Balance Sheet as at 31 March 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	12	-	-
Current assets			
Debtors	13	57,091	89,967
Cash at bank and in hand		742,565	923,406
		799,656	1,013,373
Creditors: Amounts falling due within one year	14	(171,346)	(361,036)
Net current assets		628,310	652,337
Net assets		628,310	652,337
Funds of the charity:			
Restricted funds		-	1,008
Unrestricted income funds			
Unrestricted funds		628,310	651,329
Total funds	16	628,310	652,337

The financial statements on pages 39 to 57 were approved by the Trustees, and authorised for issue on 12th November 2024 and signed on their behalf by:

M.A Beere
Chair of Trustees

P. J. G. Symonds
Treasurer

Statement of Cash Flows for the Year Ended 31 March 2024

	Note	2024 £	2023 £
Cash flows from operating activities			
Net cash income		(24,027)	22,564
Adjustments to cash flows from non-cash items			
Depreciation	12	-	-
		(24,027)	22,564
Working capital adjustments			
Decrease/(increase) in debtors	13	32,876	(13,207)
(Decrease)/increase in creditors	14	(84,928)	82,219
(Decrease)/increase in deferred income	14	(104,762)	14,055
Net cash flows from operating activities		(180,841)	105,631
Cash flows from investing activities			
Purchase of tangible fixed asset	12	-	-
Net increase in cash and cash equivalents	18	(180,841)	105,631
Cash and cash equivalents at 1 April 2023	18	923,406	817,775
Cash and cash equivalents at 31 March 2024	18	742,565	923,406

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

Notes to the Financial Statements for the Year Ended 31 March 2024

1 Charity status

The charity is a charitable company limited by guarantee 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 charitable company in the event of liquidation.

The address of its registered office is:
Clarence House
46 Humberstone Gate
Leicester
LE1 3PJ

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) (effective 1 January 2019) – (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

Basis of preparation

Citizens Advice LeicesterShire 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 charitable company's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charitable company.

Judgements

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Judgements (Continued)

The Charitable company makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are that a selection of support costs are subject to an estimated allocation split between the funds.

Income and endowments

All income is included in the statement of financial activities when the Charitable company is entitled to the funds and the amount can be measured with reasonable certainty. Income is deferred only when the Charitable company has to fulfil conditions before becoming entitled to it or where the donor has specified that the income is to be expended in a future period. Voluntary income is received by way of grants, donations and gifts, including gift: aid income where applicable, and is included in full in the statement of financial activities when receivable. Income from grants, where related to performance and specific deliverables, are accounted for when it is probable that the income will be received, and the amount can be measured reliably and is not deferred.

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which it has been received. Such income is only deferred when:
- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Donated services and facilities

Donated services and facilities are included at the value to the Charitable company where this can be quantified and is material. The value of services provided by volunteers has not been included in these accounts.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable that settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.
All resources expended are inclusive of irrecoverable VAT.

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.

Support costs

Support costs includes all those overhead costs of office and bureau accommodation, utility services, and other services and costs, which are in support of the activity. They also include those costs not associated with the other two headings and includes costs of meeting the constitutional and statutory requirements of the Charitable company, the audit fees and costs linked to the strategic management of the Charitable company. They have been allocated to activity cost categories on a basis consistent with the use of resources, e.g. staff costs by time spent and other costs by estimated usage.

Taxation

The Charitable company 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 £2,000 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

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:

Asset class	Depreciation method and rate
Furniture and equipment	33.3% straight line

Trade debtors

Trade debtors are amounts due from customers for services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Trade creditors are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.
Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure

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

Pensions and other post retirement obligations

The Charity operates a defined contribution group personal pension plan for its employees. Payments are charged to the statement of financial activities in the period in which they are incurred.

Financial instruments

Classification

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the charity after deducting all of its liabilities.

Recognition and measurement

All financial assets and liabilities are initially measured at transaction price (including transaction costs), except for those financial assets classified as at fair value through the statement of financial activities, which are initially measured at fair value (which is normally the transaction price excluding transaction costs), unless the arrangement constitutes a financing transaction. If an arrangement constitutes a financing transaction, the financial asset or financial liability is

Recognition and measurement (Continued)

measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument

Financial assets and liabilities are only offset in the statement of financial position when, and only when there exists a legally enforceable right to set off the recognised amounts and the charity intends either to settle on a net basis, or to realise the asset and settle the liability simultaneously

Financial assets are derecognised when and only when a) the contractual rights to the cash flows from the financial asset expire or are settled, b) the charity transfers to another party substantially all of the risks and rewards of ownership of the financial asset, or c) the charity, despite having retained some, but not all, significant risks and rewards of ownership, has transferred control of the asset to another party.

Financial liabilities are derecognised only when the obligation specified in the contract is discharged, cancelled or expires.

3 Income from donations and legacies

	Unrestricted funds £	Restricted funds £	Total 2024 £	Unrestricted funds £	Restricted funds £	Total 2023 £
Donations and legacies:						
Donations	6,854	-	6,854	3,903	-	3,903
	6,854	-	6,854	3,903	-	3,903

4 Income from charitable activities

	Unrestricted funds £	Restricted funds £	Total 2024 £	Unrestricted funds £	Restricted funds £	Total 2023 £
General advice	428,990	382,011	811,001	435,577	331,220	766,797
Debt advice	-	137,498	137,498	-	141,652	141,652
Benefits advice	-	608,469	608,469	-	682,014	682,014
Pensions guidance and financial capability	-	76,643	76,643	-	92,878	92,878
	428,990	1,204,621	1,633,611	435,577	1,247,764	1,683,341

5 Expenditure on charitable activities

	Unrestricted funds £	Restricted funds £	Total 2024 £	Unrestricted funds £	Restricted funds £	Total 2023 £
General advice	288,062	494,355	782,417	303,843	372,111	675,954
Debt advice	-	166,370	166,370	20,056	159,731	179,787
Benefits advice	-	617,082	617,082	-	698,555	698,555
Pensions guidance and financial capability	-	76,643	76,643	-	94,493	94,493
	288,062	1,354,450	1,642,512	323,899	1,324,890	1,648,789

	Activity undertaken directly £	Activity support costs (Note 7) £	Total 2024 £	Activity undertaken directly £	Activity support costs £	Total 2023 £
General advice	648,267	134,150	782,417	557,491	118,463	675,954
Debt advice	145,871	20,499	166,370	153,985	25,802	179,787
Benefits advice	539,897	77,185	617,082	627,929	70,626	698,555
Pensions guidance and financial capability	67,052	9,591	76,643	82,658	11,835	94,493
	1,401,087	241,425	1,642,512	1,422,063	226,726	1,648,789

6 Other expenditure

	Unrestricted funds General £	Total 2024 £	Total 2023 £
Staff costs			
Other staff costs	8,681	8,681	8,103
Audit fees			
Audit of the financial statements	13,299	13,299	7,788
	21,980	21,980	15,891

7 Analysis of support costs

Support costs allocated to charitable activates

	Basis of allocation	Governance costs £	Staff costs £	Office costs £	Premises costs £	Other £	Total 2024 £	Total 2023 £
General advice	Staff costs	9,188	6,268	73,696	43,542	1,456	134,150	118,463
Debt service	Staff costs	1,404	958	11,261	6,653	223	20,499	25,802
Benefits service	Staff costs	5,286	3,606	42,402	25,053	838	77,185	70,626
Pensions guidance and financial capability	Staff costs	657	448	5,269	3,113	104	9,591	11,835
		16,535	11,280	132,628	78,361	2,621	241,425	226,726

8 Net incoming/ outgoing resources

Net incoming resources for the year include:

	2024 £	2023 £
Audit fees	13,299	7,788

9 Trustees remuneration and expenses

No Trustees have made any transactions with the charity during the year.

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

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

10 Staff costs

The aggregate payroll costs were as follows:

	2024 £	2023 £
Staff costs during the year were:		
Wages and salaries	1,243,735	1,252,015
Social security costs	104,911	97,955
Pension costs	65,742	79,033
	1,414,388	1,429,003

The monthly average number of persons (including senior management team) employed by the charity during the year expressed as Full time equivalents was as

	2024 No	2023 No
Charitable purposes	52	53
Management and administration	4	4
	56	57

56 (2023 - 57) of the above employees participated in the defined contribution pension schemes.

Contributions to the employee pension schemes for the year totalled £65,742 (2023 - £79,033).

The number of employees whose emoluments fell within the following bands was:

	2024 No	2023 No
£60,001 - £70,000	1	1

The total employee benefits of the key management personnel of the charity were £198,504 (2023 - £229,624). The Trustees consider key management to be the central management team as described on pages 23 and 25.

11 Taxation

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

12 Tangible fixed assets

	Furniture and equipment £	Totals £
Cost		
At 1 April 2023	81,795	81,795
At 31 March 2024	81,795	81,795
Depreciation		
At 1 April 2023	81,795	81,795
Charge for the year	-	-
At 31 March 2024	81,795	81,795
Net book value		
At 31 March 2024	-	-
At 31 March 2023	-	-

13 Debtors

	2024 £	2023 £
Trade debtors	33,436	54,759
Prepayments	18,235	34,048
Accrued income	5,420	1,160
	57,091	89,967

14 Creditors: amounts falling due within one year

	2024	2023
	£	£
Trade Creditors	5,530	22,459
Other Creditors	68,006	102,656
Accruals	31,193	64,542
Deferred income	66,617	171,379
	171,346	361,036

Deferred income reconciliation as below:	2024	2023
	£	£
Deferred income at 1 April 2023	171,379	157,324
Movement in the year	(104,762)	14,055
Deferred income at 31 March 2024	66,617	171,379

15 Obligations under leases and hire purchase contracts

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2024	2023
	£	£
Land and Buildings		
Within one year	-	-
Between one and five years	-	-
	-	-

16 Funds

	Balance at 1 April 2023	Incoming resources	Resources expended	Transfers	Balance at 31 March 2024
	£	£	£	£	£
Unrestricted funds					
General					
General funds	658,007	435,844	(310,042)	(148,821)	634,988
Leicester City Council	(6,678)	-	-	-	(6,678)
Total net assets	651,329	435,844	(310,042)	(148,821)	628,310
Restricted funds					
Leicester City Council	-	326,064	(432,651)	106,587	-
Macmillan	-	153,410	(162,023)	8,613	-
Pension Wise	-	76,643	(76,643)	-	-
Money Advice Service	-	137,498	(166,370)	28,872	-
AMSS	-	93,552	(93,552)	-	-
Help to claim	-	303,071	(303,071)	-	-
Moneywise Plus	1,008	-	(1,008)	-	-
EMSTN	-	36,054	(36,054)	-	-
Hinckley Foodbank	-	22,382	(22,382)	-	-
Cost of Living	-	15,000	(16,189)	1,189	-
Laptops and Headsets	-	2,122	(2,122)	-	-
LES	-	13,335	(16,895)	3,560	-
Multiply	-	25,490	(25,490)	-	-
Total restricted funds	1,008	1,204,621	(1,354,450)	148,821	-
Total funds	**652,337**	**1,640,465**	**(1,664,492)**	**-**	**628,310**

16 Funds (continued)

	Balance at 1 April 2022	Incoming resources	Resources expended	Transfers	Balance at 31 March 2023
	£	£	£	£	£
Unrestricted funds					
General					
General funds	615,966	439,480	(339,790)	(57,649)	658,007
Leicester City Council	(6,678)	-	-	-	(6,678)
Total net assets	609,288	439,480	(339,790)	(57,649)	651,329
Restricted funds					
Leicester City Council	-	321,413	(360,967)	39,554	-
Universal Credit	4,710	-	-	(4,710)	-
EBDX	6,272	-	-	(6,272)	-
MESO	1,357	28,625	(31,123)	1,141	-
Seven Locks	467	-	-	(467)	-
Macmillan	-	164,285	(178,328)	14,043	-
Pension Wise	-	92,878	(94,493)	1,615	-
Money Advice Service	-	141,652	(159,731)	18,079	-
Martin Lewis	114	-	-	(114)	-
BESN	523	-	-	(523)	-
AMSS	-	166,272	(166,272)	-	-
Help to claim	-	287,496	(287,496)	-	-
Moneywise Plus	1,008	-	-	-	1,008
CSF	34	-	-	(34)	-
Market Harborough	6,000	-	-	(6,000)	-
General Advice Coalville	-	4,767	(6,114)	1,347	-
Leicestershire Communities Fund	-	4,685	(4,675)	(10)	-
Soft Phones	-	311	(311)	-	-
EMSTN	-	24,408	(24,408)	-	-
Hinckley Foodbank	-	10,928	(10,928)	-	-
Money Max Budgeting Expert	-	44	(44)	-	
Total restricted funds	20,485	1,247,764	(1,324,890)	57,649	1,008
Total funds	**629,773**	**1,687,244**	**(1,664,680)**	**-**	**652,337**

16 Funds (continued)

Transfers from the general to restricted funds are done so to meet overspends on restricted projects or to correct previous period transfers made in error.

The specific purposes for which the funds are to be applied are as follows:

Leicester City Council — to provide general and specialist advice to the residents of Leicester City.

Universal Credit — in line with the service level agreement for 2017/18, £2,094 was the final payment for meeting targets. The balance was unused funding which is not subject to clawback as per the service level agreement.

EBDX — the funder has authorised a transfer to unrestricted funding.

MESO — funding to provide specialist advice to sufferers of mesothelioma.

Seven Locks — this underspend applied to deficits accrued over the life of the service which encompassed two periods in line with the service level agreement "any underspend can be used with the agreement with Seven Locks". This went towards the previous period overspend.

Macmillan — part of countywide funding received from Macmillan Cancer to offer advice to those living with cancer, their careers and family.

Pension Wise — the Bureau was appointed as a delivery centre for the Government's Pension Wise Guidance Service. The Bureau delivered the service across the County from 2016 as part of a consortium of Local Citizen Advice.

Money Advice Service — EMMA is the lead contractor in the East Midlands for the Government's Money Advice Service (MAS) and provides funding for three full time equivalent specialist Money Advice caseworker roles.

Martin Lewis — the funder has authorised a transfer to unrestricted funding.

BESN — the funds has authorised a transfer to unrestricted funding.
Help to Claim Service — Part of a national service supporting people to make a Universal Credit claim and supporting them through that process until they receive their first full payment.

CSF — Funding for recruitment, training and support to enable volunteers to deliver advice remotely.

Market Harborough — the balance on the fund was spent on IT and office equipment incurred in 2019/20 and 2020/21, and subsequently released.

16 Funds (continued)

Leicestershire Communities Fund — Funding in response to Covid-19 for additional laptops to enable advice services to be delivered remotely.

General Advice Coalville — Contains funding for work done for residents in North West Leicestershire at risk of homelessness.

AMSS — Holistic support for people with debt, budgeting and money management issues.

Soft Phones — Adviser softphone and equipment package to provide generalist advice support.

EMSTN — Providing free advice on a range of social welfare issues to anyone in the East Midlands area who is affected by Sickle Cell or Thalassaemia — including patients and their families.

Hinckley Foodbank — In collaboration with Hinckley Area Food Bank and Falcon Support Services providing advice and ongoing casework to people accessing the Hinckley Area Foodbank to tackle the issues that have led to their need for emergency food support.

Money Max Budgeting Expert — Providing practical money management skills to anyone under 19 years old who are residents of Leicestershire and do not have a Level 2 maths qualification.

Cost of Living — to support and/or increase direct service delivery capacity and support clients through the cost-of-living crisis

LES — Leicestershire Energy Support (LES) aims to improve wellbeing and confidence for vulnerable energy consumers by providing advice and referrals which will help to mitigate the impact of the increased cost of energy.

Multiply — a practical numeracy programme to enable adults aged 19+ who do not have a level 2 maths qualification to gain increased confidence with numbers and improve their ability to manage their money.

17 Analysis of net assets between funds

	Restricted funds £	Unrestricted funds £	Total funds £
Current assets	-	799,656	799,656
Current liabilities	-	(171,346)	(171,346)
Total net assets	-	628,310	628,310

18 Analysis of net funds

	At 1 April 2023 £	Cash flow £	At 31 March 2024 £
Cash at bank and in hand	923,406	(180,841)	742,565
Net funds	923,406	(180,841)	742,565

19 Related party transactions

During the year the charity made the following related party transactions:

Citizens Advice (UK)

CITAL is a member of Citizens Advice, the national Charity (Charity Number: 279057) which sets out a framework for standards of advice and case management and supports with an information system, training and other services.

Costs for accountancy support, administrative and other services were £Nil (2023 - £Nil). Costs for membership were £11,159 (2023 - £10,096).

At the balance sheet date the amount due from Citizens Advice (UK) was £263 (2023 - £Nil).

Free, confidential advice.

Whoever you are.

We help people overcome their problems and campaign on big issues when their voices need to be heard.

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

We're here for everyone.



citizensadviceleicestershire.org.uk

Published November 2024
Citizens Advice LeicesterShire is an operating name of LeicesterShire Citizens Advice Bureau.
Registered charity number 1135081
Company Limited by guarantee. Registered number 07186736
Authorised and regulated by the Financial Conduct Authority. Firm Reference Number (FRN): 617648.
Registered office: Clarence House, 46 Humberstone Gate, Leicester LE1 3PJ.

CITIZENS ADVICE LEICESTERSHIRE

England & Wales - Charity number 1135081

Accounts

Company registration number: 07186736

Charity registration number: 1135081

Citizens Advice Leicestershire

(A company limited by guarantee)

Annual Report and Financial Statements

For the Year Ended 31 March 2023

The Rowleys Partnership Ltd
Chartered Accountants, Statutory Auditors
Charnwood House
Harcourt Way
Meridian Business Park
Leicester
LE19 1WP

Citizens Advice Leicestershire

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Citizens Advice Leicestershire

Reference and Administrative Details

Trustees	M. T. Flaherty – Chair M-A. Beere – Treasurer G. Cook – Resigned 6 June 2022 P. J. G. Symonds J. Walters V. T. Goodman N. L. B. Waghela M. Kynaston – Pearson – Resigned 15 August 2022 Z. Feghali – Appointed 24 January 2023 D. Scruton – Appointed 24 January 2023
Company Secretary	R. Evans – Resigned 9 June 2023
Central Management Team	R. Evans – Resigned 9 June 2023 A. E. Steiner H. Matthews L. Hegarty J. Thomas
Principal Office	Clarence House 46 Humberstone Gate Leicester LE1 3PJ
Registered Office	Clarence House 46 Humberstone Gate Leicester LE1 3PJ
	The Charity is incorporated in England and Wales

Citizens Advice Leicestershire

Reference and Administrative Details

Company Registration Number	07186736
Charity Registration Number	1135081
Solicitors	Lawson West 4 Dominus Way Meridian Business Park Leicester LE19 1RP
Bankers	The Co-operative Bank plc 1 Balloon Street Manchester M60 4EP Unity Trust Bank 4 Brindley Place Birmingham B1 2JB CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ
Auditor	The Rowleys Partnership Ltd Chartered Accountants, Statutory Auditor Charnwood House Harcourt Way Meridian Business Park Leicester LE19 1WP

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 2023.

Towards the end of the financial year our CEO, Richard Evans, unexpectedly passed away on 28th March 2023. This greatly impacted on the Board, staff, volunteers and the organisation. Business interruption plans were instigated, and Acting CEO cover put into place.

Objectives and activities

Objects and aims

The Charity's purposes, as set out in the objects contained in the Company's Memorandum of Association, are to promote any charitable purpose for the benefit of the whole community of Leicestershire ("the area of benefit") by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

Our aims are focused on the provision of the advice people need for the problems they face and the improvement of the policies and practices that affect people's lives.

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

The main area of benefit refers to the community of Leicestershire and the organisation focuses the majority of activities on Leicestershire and the City of Leicester. However, work is now accepted from other parts of the Country for some services including national telephone calls and web chat.

The Charity has developed its own Mission Statement to reflect more accurately the purpose and role of the organisation:

“Citizens Advice Leicestershire (CITAL) will continue to be recognised as the leading provider of appropriate excellent advice across the county and city. We will develop and maintain a range of provisions that meet the new and emerging challenges facing people in our area, including the prevention of homelessness and the cost of living crisis".

Citizens Advice Leicestershire

Trustees Report

Public benefit

Our main objectives for the year have been developing our service so it matches the needs of the clients we are trying to support whilst continuing with all bidding opportunities.

We will achieve our Aim by focusing on five major objectives:

1. People – Ensuring clients remain central to our organisation and all our developments; ensuring well motivated and engaged staff and volunteers by having effective communication systems, excellent training and support.

2. Financial sustainability – Ensuring the financial sustainability of CITAL. We will do this by rigorous financial management, effective monitoring of the changing environment, accessing core funding, exploiting new markets and developing social enterprises.

3. Delivery and innovation – Ensuring all our people deliver consistently high standards of advice-giving. We will continue to innovate to best meet the new and emerging needs of our clients including the use of developing technologies as the leading provider in Leicestershire.

4. Local profile – To be recognised as market leaders in the innovative work we do and develop a high profile for the organisation locally, regionally and nationally. To focus on social policy, being articulate, visible and vocal about the consequences of local and national government policy on local people.

5. National profile - To play an effective but robust role within Citizens Advice nationally whilst reflecting the need of the local population with our own and the funders' aspirations.

All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The Board of Trustees have had due regard to the Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

Use of Volunteers

The organisation receives help and support in the form of voluntary assistance in offering advice to the public. Throughout 2022/23, the organisation employed over 55 staff and utilised more than 45 volunteers working together delivering various projects (including the core service).

Volunteers represent an indispensable part of the organisation and without them there would not be a Citizens Advice service. Our volunteers contributed over 21,060 hours based on an average of 6 hours per week per volunteer. This equates to an estimated value of volunteering of approximately £383,924 based on hourly rates for advice work. However, their value is inadequately expressed in monetary terms. Indeed, volunteers bring many skills and equally; the experience gained with us helps individuals return to the labour market.

Citizens Advice Leicestershire

Trustees Report

Achievements and performance

The main areas of charitable activity are: the provision of general advice and information services; the provision of specialist advice and casework services in the debt and welfare benefits categories of social welfare law and guidance on current pension regulations. Overall in 2022/23 there were some 68,946 hours of advice provided. Throughout the year we have continued to offer advice and information in the following ways:

Telephone - we continued to operate a City and County wide telephone triage service staffed by volunteer and paid assessors. The line is answered between the hours of 9.00am and 4.30pm from Monday to Friday.

Face to face drop in - these services, previously suspended due initially to ongoing Covid -19 lockdown restrictions, were reintroduced. The face to face offer changed from the pre-covid model and recognised the majority of the people we help moved to telephone/email as their preference. Therefore the face to face offer provision was provided for those most in need.

Full advice - we offer general and specialist advice through our team of trained volunteer advisers and paid staff. This was delivered by telephone, email and face to face for those that needed additional support. We also offered advice via a video.

Information and self-help - supporting service users to become more self-reliant by accessing online information. During the year there were more than 454,006 website hits.

Outreach – Outreach sites were suspended during covid and we have worked with the local authorities to assess the need for outreach work and identify the areas of greatest need. For Leicester City clients areas were identified and the first re-opened during the period at Wesley Hall Monday 9am to 5pm.

In addition to general advice, the following specialist services are provided: specialist debt advice funded by the Money Advice Service; specialist welfare benefits advice funded through Macmillan Cancer Support for clients and their families who are affected by cancer; the provision of specialist guidance across the County on Pension Regulations and Help to Claim, a service to help people claim Universal Credit funded by the DWP. There is also a Leicestershire County Council funded service called "Money Max".

Who Used and Benefited from our Services

During the reporting year we delivered more than 32,510 client contacts and appointments across all delivery channels as clients continue to present with multiple problems. We helped with more than a staggering 80,231 issues. This figure does not include over 454,006 hits on our website.

The majority of our work is helping people with benefit enquiries and money advice. In total we negotiated on just over £4,013,020 worth of debt; rescheduling or reducing the debts to make people's lives more sustainable. We also generated an estimated total of over £14,109,952 worth additional income for our clients.

Sustaining funding levels remains a continuing challenge; however, during the financial year our method of operation and management structure ensured that we delivered in the most effective and safest way possible. We continued to make good use of technology to deliver advice via remote platforms. This continued to protect the resources and ensure that the more resource intensive face to face services we kept for the most vulnerable. This year we answered more than 40,880 telephone calls and responded to over 18,076 emails and web chats. This was an increase from previous years.

Trustees Report

Achievements and performance (continued)

It is fair to say the availability of funding in the Charity sector continues to remain difficult. The charity's focus is on providing added value to its funders from a base of sound financial management and ensuring that our services remain relevant to the strategic objectives of stakeholders at local and national level.

Financial review

Whilst we have worked hard to develop our service to enable us to deliver the most cost-effective service possible, the prospect of meeting the ever-increasing demand with significantly reduced funding resources is challenging.

In the reporting period the Charity generated an operating surplus of £22,564 from a total income of £1,687,244 and expenditure of £1,664,680. The surplus occurred in the main as a result of staff vacancies and rent reductions to reflect the reduced usage of premises for the period. The number of staff vacancies carried, whilst not critical to the organisation, has presented us with some operational and management difficulties.

Policy on reserves

The Trustees believe that the organisation should hold financial reserves in order to ensure that the CITAL can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising. The Trustees have a target of retaining the equivalent of three months' expenditure as financial reserves. CITAL's reserves are also held redundancy should the need arise to ensure that the organisation is able to cover contractual obligations for redundancy payments to staff and for unforeseen circumstances.

This reserves policy is monitored and reviewed by the Trustees. The Trustees are aware that they have reached their target for reserves but will continue to work towards maintaining that situation.

Principal funding sources

The total income for the year of £1,687,244 represents an increase of £38,835 from 2021/22. The Trustees extend their sincere gratitude to Leicester City Council, Leicestershire County Council, Blaby District Council, Harborough District Council, Hinckley and Bosworth Borough Council, North West Leicestershire District Council and Melton Borough Council who continue to support the (core) operating capacity of the Charity.

Significant project-specific funding was gratefully received from Macmillan Cancer Support, Money Advice Service's Financial Inclusion Fund through the East Midlands Money Advice Agency in support of money advice, and from Her Majesty's Treasury in respect of the Pension Wise Service and Help to Claim. There is also a Leicestershire County Council funded service called "Money Max" and EMSTN funded by the NHS.

Trustees Report

Investment policy and objectives

In furtherance of its objectives, and for no other purposes, the company has the power to invest or deposit funds in any lawful manner. Last year a Charities Aid Foundation Bank investment account was opened and trialled. This has resulted in a modest income.

Plans for future periods

Aims and key objectives for future periods

The organisation will continue to seek to increase the number of people supported by, as far as possible, continuing to channel shift away from reliance on face to face appointments. This will enable those able to access advice and information themselves to do so, so as the more vulnerable clients can be assisted using more traditional methods such as face to face or telephone. Additional effort will be made to increase funding to support both additional clients and to support the technology and training needed to maintain the channel shift.

Going concern

After making further appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

Structure, governance and management

Nature of governing document

Citizens Advice Leicestershire (CITAL) is a registered Charity and was incorporated as a company by limited guarantee on 11 March 2010 under the name “South and West Leicestershire Citizens Advice Bureau”. The name was changed on 1 January 2012 following the merger of the organisation with Citizens Advice Leicester, at which date the assets and liabilities of Citizens Advice Leicester were acquired. The name changed again, on 21 July 2016, following the rebranding of the organisation to Citizens Advice Leicestershire. Its objects and powers and other constitutional matters are set out in its Memorandum and Articles of Association.

A new Memorandum and Articles of Association was approved at an EGM in 2020 on the advice of Citizens Advice National. No major changes were included in the update except for clarifying that volunteers involved with service delivery could not also act as Trustees. The updated Articles of Association also clarified the AGM process.

Trustees Report

Recruitment and appointment of Trustees

The Charity is governed through a Trustee Board. Trustees who have held office during the year are listed on page 1. The Articles of Association provide for a minimum of six and a maximum of twelve Trustees.

Trustees are elected to the Board and are appointed by a resolution of its members at an AGM. The Board has powers to co-opt members who shall retire at the following AGM and may offer themselves for re-election.

In 2020, the Trustee Board agreed to dissolve the F and GP and move to monthly Trustee meetings. These alternate between strategic and operational agendas with financial reporting a common theme.

However, when specific issues need to be discussed away from the main Trustee Board meeting, smaller and specific meetings have been called often involving wider representation from the paid staff group.

Induction and training of Trustees

New Trustees are briefed on their legal obligations under Charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan and recent financial performance of the Charity. They also meet key employees and other Trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role.

Arrangements for setting key management personnel remuneration

During the summer 2019 a management review was undertaken and the County Operations Director role was removed and in its place a new role of Group Manager of County and Specialist Services. Similarly, the Compliance and Contracts Manager role was replaced and became Group Manager of Central Services. With these changes some functions were reassigned.

At the same time the local Service Managers roles became Local Business Leaders with the aim to take on more responsibility and to allow for succession planning.

The Finance Manager role was unaffected. These roles are now well bedded into the organisation. Their remuneration is set by the Trustees.

Organisational structure

CITAL is governed by its Trustee Board, which is responsible for setting the strategic direction of the organisation and the policy of the Charity. These policies are implemented by the Chief Executive. The Trustees carry the ultimate responsibility for the conduct of CITAL and for ensuring that the Charity stratifies its legal and contractual obligations. The Board has developed an induction procedure, in order to carefully select and induct new members onto its board. Trustees meet as a minimum each quarter and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management.

CITAL operates from five branches at Narborough, Market Harborough, Coalville, Hinckley, and Leicester. It also operated at one outreach venue and has staff and volunteers working from home. The Melton Mowbray branch is closed permanently to the public due to a funding cut. However, reduced funding is still in place so residents of the Borough can access the services by telephone and email. The branch in Oadby and Wigston closed due to the loss of a local tender. However, some services still operate in the Borough.

Trustees Report

Organisational structure (continued)

CITAL is a member of National Association of Citizens Advice, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. The organisation also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients.

Major risks and management of those risks

Corporate risk

CITAL has completed a Corporate Risk Management exercise and maintains a risk register that is regularly reviewed. This process cannot entirely eliminate all risks but provides reasonable assurance that problems are identified on a timely basis and their impact mitigated and managed. Major risks to which the Charity are exposed have been reviewed and systems put in place to mitigate those risks. The board will continue to review the corporate risk register and ensure that action plans are in place to mitigate its key risks.

Loss of funding

The effects of this in the short term have been minimised by maintaining reserves, and a very active programme of seeking and securing funds from a variety of sources. The Charity continues to seek to further diversify its funding sources.

Internal risks

Internal risks are minimised by the implementation of financial procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures were reviewed by an independent qualified accountant in the spring of 2013 and continue to be reviewed annually. The Board accepted all the recommendations for further improvements to the system made in the regular three to six monthly review of the risk register.

Financial instruments

Objectives and policies

The charity's activities expose it to a number of financial risks including credit risk, cash flow risk and liquidity risk. The use of financial derivatives is governed by the charity's policies approved by the board of Trustees, which provide written principles on the use of financial derivatives to manage these risks. The charity does not use derivative financial instruments for speculative purposes.

Credit risk

The charity's principal financial assets are bank balances and cash, trade and other debtors.

The charity's credit risk is primarily attributable to its trade debtors. The amounts presented in the balance sheet are net of allowances for doubtful debts. An allowance for impairment is made where there is an identified loss event which, based on previous experience, is evidence of a reduction in the recoverability of the cash flows.

The credit risk on liquid funds is limited because the counterparties are banks with high credit-ratings assigned by international credit-rating agencies.

The charity has no significant concentration of credit risk, with exposure spread over a large number of counterparties and customers.

Liquidity risk

In order to maintain liquidity to ensure that sufficient funds are available for ongoing operations and future developments, the charity maintains sufficient funds at the bank.

Citizens Advice Leicestershire

Trustees Report

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.

Reappointment of auditor
In accordance with section 485 of the Companies Act 2006, a resolution for the re-appointment of The Rowleys Partnership Ltd as auditors of the charity is to be proposed at the forthcoming Annual General Meeting.

The annual report was approved by the Trustees of the charity on 19 October 2023 and signed on its behalf by:

M.A Beere
Treasurer

M.T. Flaherty
Chair of Trustees

Citizens Advice Leicestershire

Statement of Trustees' Responsibilities

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

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 its incoming resources and application of resources, including its income and expenditure, 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 UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware; and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Approved by the Trustees of the charity on 19 October 2023 and signed on its behalf by:

M.A Beere
Treasurer

M.T. Flaherty
Chair of Trustees

Independent Auditor's Report to the Members of Citizens Advice Leicestershire

Opinion
We have audited the financial statements of Citizens Advice Leicestershire (the 'charity') for the year ended 31 March 2023, 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 charitable company's affairs as at 31 March 2023 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 (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

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

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

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

Other information
The 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.

Independent Auditor's Report to the Members of Citizens Advice Leicestershire

Other information (Continued)

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.

Opinion on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:

- The information given in the Trustees' Report (incorporating the directors' 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 company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

We have nothing to report in respect of the following matters 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.
- The Trustees were not entitled to take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of Trustees
As explained more fully in the statement of Trustees' Responsibilities (set out on page 12), 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.

Independent Auditor's Report to the Members of Citizens Advice Leicestershire

Auditor's responsibilities for the audit of the financial statements

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

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

- We obtained an understanding of the legal and regulatory frameworks that are applicable to the company and determined that the most significant which are directly relevant to specific assertions in the financial statements are those related to the financial report frameworks (UK Generally Accepted Accounting Practice, Companies Act 2006, Charities Act 2011) and the relevant tax compliance regulations in the jurisdiction in which the company operates;
- We enquired of management whether they were aware of any instances of non-compliance with laws and regulations, or whether they had any knowledge of actual, suspected or alleged fraud;
- We assessed the susceptibility of the entity's financial statements to material misstatement, including how fraud might occur;
- We assessed the appropriateness of the collective competence and capabilities of the engagement team by understanding the practical experience with audit engagements of a similar nature and complexity, plus ensuring the team had appropriate and relevant training of the financial reporting framework and the relevant tax compliance regulations specific to the entity;
- We reviewed the financial statements and tested the disclosures against supporting documentation;
- We communicated relevant matters to all members of the audit team to ensure they understood the risks specific to the entity and the audit procedures planned to mitigate these;
- Our testing considered unusual or unexpected journal entries on a sample basis;
- We evaluated the assumptions and judgements used by management within significant accounting estimates and assessing if these indicate evidence of management bias; and
- We tested significant transactions, in particular the evaluation of the company rationale for any which appear unusual or outside the charity's normal course of business.

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Independent Auditor's Report to the Members of Citizens Advice Leicestershire

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

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.

Lisa G Parkes FCA FCCA (Senior Statutory Auditor)
For and on behalf of The Rowleys Partnership Ltd

Statutory Auditors
Chartered Accountants
Charnwood House
Harcourt Way
Meridian Business Park
Leicester
LE19 1WP

Date: 7 November 2023

Citizens Advice Leicestershire

Statement of Financial Activities for the Year Ended 31 March 2023 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2023 £
Income and Endowments from:				
Donations and legacies	3	3,903	-	3,903
Charitable activities	4	435,577	1,247,764	1,683,341
Total income		439,480	1,247,764	1,687,244
Expenditure on:				
Charitable activities	5	(323,899)	(1,324,890)	(1,648,789)
Other expenditure	6	(15,891)	-	(15,891)
Total Expenditure		(339,790)	(1,324,890)	(1,664,680)
Net income/(expenditure)		99,690	(77,126)	22,564
Transfers between funds	16	(57,649)	57,649	-
Net movement in funds		42,041	(19,477)	22,564
Reconciliation of funds				
Total funds brought forward		609,288	20,485	629,773
Total funds carried forward	16	651,329	1,008	652,337

Citizens Advice Leicestershire

Comparative Statement of Financial Activities for the Year Ended 31 March 2022 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2022 £
Income and Endowments from:				
Donations and legacies	3	4,930	-	4,930
charitable activities	4	815,915	827,564	1,643,479
Total income		820,845	827,564	1,648,409
Expenditure on:				
Charitable activities	5	(687,846)	(832,466)	(1,520,312)
Other expenditure	6	(11,394)	-	(11,394)
Total Expenditure		(699,240)	(832,466)	(1,531,706)
Net income/(expenditure)		121,605	(4,902)	116,703
Transfers between funds	16	(5,536)	5,536	-
Net movement in funds		116,069	634	116,703
Reconciliation of funds				
Total funds brought forward		493,219	19,851	513,070
Total funds carried forward	16	609,288	20,485	629,773

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

Citizens Advice Leicestershire

(Registration number: 07186736)

Balance Sheet as at 31 March 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	12	-	-
Current assets			
Debtors	13	89,967	76,760
Cash at bank and in hand		923,406	817,775
		1,013,373	894,535
Creditors: Amounts falling due within one year	14	(361,036)	(264,762)
Net current assets		652,337	629,773
Net assets		652,337	629,773
Funds of the charity:			
Restricted funds		-	20,485
Unrestricted income funds			
Unrestricted funds		652,337	609,288
Total funds	16	652,337	629,773

The financial statements on pages 17 to 33 were approved by the Trustees, and authorised for issue on 19 October 2023 and signed on their behalf by:

M.A Beere
Treasurer

M.T. Flaherty
Chair of Trustees

Citizens Advice Leicestershire

Statement of Cash Flows for the Year Ended 31 March 2023

	Note	2023 £	2022 £
Cash flows from operating activities			
Net cash income		22,564	116,703
Adjustments to cash flows from non-cash items			
Depreciation	12	-	-
		22,564	116,703
Working capital adjustments			
(Increase)/decrease in debtors	13	(13,207)	(21,102)
(Decrease)/increase in creditors	14	82,219	(15,619)
Decrease in deferred income	14	14,055	72,894
Net cash flows from operating activities		105,631	152,876
Cash flows from investing activities			
Purchase of tangible fixed asset	12	-	-
Net increase in cash and cash equivalents	18	105,631	152,876
Cash and cash equivalents at 1 April 2022	18	817,775	664,899
Cash and cash equivalents at 31 March 2023	18	923,406	817,775

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

Notes to the Financial Statements for the Year Ended 31 March 2023

1 Charity status

The charity is a charitable company limited by guarantee 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 charitable company in the event of liquidation.

The address of its registered office is:
Clarence House
46 Humberstone Gate
Leicester
LE1 3PJ

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) (effective 1 January 2019) – (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

Basis of preparation
Citizens Advice Leicestershire 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 charitable company's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charitable company.

Judgements
Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The Charitable company makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are that a selection of support costs are subject to an estimated allocation split between the funds.

Income and endowments
All income is included in the statement of financial activities when the Charitable company is entitled to the funds and the amount can be measured with reasonable certainty. Income is deferred only when the Charitable company has to fulfil conditions before becoming entitled to it or where the donor has specified that the income is to be expended in a future period.

Voluntary income is received by way of grants, donations and gifts, including gift: aid income where applicable, and is included in full in the statement of financial activities when receivable. Income from grants, where related to performance and specific deliverables, are accounted for when it is probable that the income will be received, and the amount can be measured reliably and is not deferred.

Deferred income
Deferred income represents amounts received for future periods and is released to incoming resources in the period for which it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Donated services and facilities
Donated services and facilities are included at the value to the Charitable company where this can be quantified and is material. The value of services provided by volunteers has not been included in these accounts.

Expenditure
All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable that settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

All resources expended are inclusive of irrecoverable VAT.

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.

Support costs
Support costs includes all those overhead costs of office and bureau accommodation, utility services, and other services and costs, which are in support of the activity. They also include those costs not associated with the other two headings and includes costs of meeting the constitutional and statutory requirements of the Charitable company, the audit fees and costs linked to the strategic management of the Charitable company. They have been allocated to activity cost categories on a basis consistent with the use of resources, e.g. staff costs by time spent and other costs by estimated usage.

Taxation
The Charitable company 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 £2,000 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation
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:

Asset class	Depreciation method and rate
Furniture and equipment	33.3% straight line

Trade debtors
Trade debtors are amounts due from customers for services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents
Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors
Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Trade creditors are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure
Unrestricted income funds are general funds that are available for use at the Trustee's discretion in furtherance of the objectives of the charity.

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.

Pensions and other post retirement obligations
The Charity operates a defined contribution group personal pension plan for its employees. Payments are charged to the statement of financial activities in the period in which they are incurred.

Financial instruments

Classification
Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the charity after deducting all of its liabilities.

Recognition and measurement
All financial assets and liabilities are initially measured at transaction price (including transaction costs), except for those financial assets classified as at fair value through the statement of financial activities, which are initially measured at fair value (which is normally the transaction price excluding transaction costs), unless the arrangement constitutes a financing transaction. If an arrangement constitutes a financing transaction, the financial asset or financial liability is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument

Financial assets and liabilities are only offset in the statement of financial position when, and only when there exists a legally enforceable right to set off the recognised amounts and the charity intends either to settle on a net basis, or to realise the asset and settle the liability simultaneously

Financial assets are derecognised when and only when a) the contractual rights to the cash flows from the financial asset expire or are settled, b) the charity transfers to another party substantially all of the risks and rewards of ownership of the financial asset, or c) the charity, despite having retained some, but not all, significant risks and rewards of ownership, has transferred control of the asset to another party.

Financial liabilities are derecognised only when the obligation specified in the contract is discharged, cancelled or expires.

3 Income from donations and legacies

	Unrestricted funds £	Restricted funds £	Total 2023 £	Unrestricted funds £	Restricted funds £	Total 2022 £
Donations and legacies:						
Donations	3,903	-	3,903	4,930	-	4,930
	3,903	-	3,903	4,930	-	4,930

4 Income from charitable activities

	Unrestricted funds £	Restricted funds £	Total 2023 £	Unrestricted funds £	Restricted funds £	Total 2022 £
General advice	435,577	331,220	766,797	815,915	30,995	846,910
Debt advice	-	141,652	141,652	-	180,641	180,641
Benefits advice	-	682,014	682,014	-	534,038	534,038
Pensions guidance and financial capability	-	92,878	92,878	-	81,890	81,890
	435,577	1,247,764	1,683,341	815,915	827,564	1,643,479

5 Expenditure on charitable activities

	Unrestricted funds £	Restricted funds £	Total 2023 £	Unrestricted funds £	Restricted funds £	Total 2022 £
General advice	303,843	372,111	675,954	672,201	27,025	699,226
Debt advice	20,056	159,731	179,787	15,645	190,147	205,792
Benefits advice	-	698,555	698,555	-	533,404	533,404
Pensions guidance and financial capability	-	94,493	94,493	-	81,890	81,890
	323,899	1,324,890	1,648,789	687,846	832,466	1,520,312

	Activity undertaken directly £	Activity support costs (Note 7) £	Total 2023 £	Activity undertaken directly £	Activity support costs £	Total 2022 £
General advice	557,491	118,463	675,954	575,635	123,591	699,226
Debt advice	153,985	25,802	179,787	178,884	26,908	205,792
Benefits advice	627,929	70,626	698,555	459,715	73,689	533,404
Pensions guidance and financial capability	82,658	11,835	94,493	69,539	12,351	81,890
	1,422,063	226,726	1,648,789	1,283,773	236,539	1,520,312

6 Other expenditure

	Unrestricted funds General £	Total 2023 £	Total 2022 £
Staff costs			
Other staff costs	8,103	8,103	4,314
Audit fees			
Audit of the financial statements	7,788	7,788	7,080
	15,891	15,891	11,394

7 Analysis of support costs

Support costs allocated to charitable activates

	Basis of allocation	Governance costs £	Staff costs £	Office costs £	Premises costs £	Total 2023 £	Total 2022 £
General advice	Staff costs	5,721	3,978	72,129	36,635	118,463	123,591
Debt service	Staff costs	1,246	867	15,710	7,979	25,802	26,908
Benefits service	Staff costs	3,411	2,372	43,002	21,841	70,626	73,689
Pensions guidance and financial capability	Staff costs	572	397	7,206	3,660	11,835	12,351
		10,950	7,614	138,047	70,115	226,726	236,539

8 Net incoming/ outgoing resources

Net incoming resources for the year include:

	2023 £	2022 £
Audit fees	7,788	7,080

9 Trustees remuneration and expenses

No Trustees have made any transactions with the charity during the year.

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

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

10 Staff costs

The aggregate payroll costs were as follows:

	2023	2022
	£	£
Staff costs during the year were:		
Wages and salaries	1,252,015	1,145,755
Social security costs	97,955	86,423
Pension costs	79,033	61,850
	1,429,003	1,294,028

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

	2023	2022
	No	No
Charitable purposes	53	52
Management and administration	4	4
	57	56

57 (2022 - 56) of the above employees participated in the defined contribution pension schemes.

Contributions to the employee pension schemes for the year totalled £79,033 (2022 - £61,850).

10 Staff costs (continued)

The number of employees whose emoluments fell within the following bands was:

	2023 No	2022 No
£60,001 - £70,000	1	1

The total employee benefits of the key management personnel of the charity were £229,624 (2022 - £216,163). The Trustees consider key management to be the central management team as described on page 1.

11 Taxation

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

12 Tangible fixed assets

	Furniture and equipment £	Totals £
Cost		
At 1 April 2022	81,795	81,795
At 31 March 2023	81,795	81,795
Depreciation		
At 1 April 2022	81,795	81,795
Charge for the year	-	-
At 31 March 2023	81,795	81,795
Net book value		
At 31 March 2023	-	-
At 31 March 2022	-	-

13 Debtors

	2023 £	2022 £
Trade debtors	54,759	11,061
Prepayments	34,048	35,838
Accrued income	1,160	29,861
	89,967	76,760

14 Creditors: amounts falling due within one year

	2023	2022
	£	£
Trade Creditors	22,459	12,963
Other Creditors	102,656	27,692
Accruals	64,542	66,783
Deferred income	171,379	157,324
	361,036	264,762

Deferred income reconciliation as below:	2023	2022
	£	£
Deferred income at 1 April 2022	157,324	84,430
Movement in the year	14,055	72,894
Deferred income at 31 March 2023	171,379	157,324

15 Obligations under leases and hire purchase contracts

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2023	2022
	£	£
Land and Buildings		
Within one year	-	9,370
Between one and five years	-	-
	-	9,370

16 Funds

	Balance at 1 April 2022	Incoming resources	Resources expended	Transfers	Balance at 31 March 2023
	£	£	£	£	£
Unrestricted funds					
General					
General funds	615,966	439,480	(339,790)	(57,649)	658,007
Leicester City Council	(6,678)	-	-	-	(6,678)
Total net assets	609,288	439,480	(339,790)	(57,649)	651,329
Restricted funds					
Leicester City Council	-	321,413	(360,967)	39,554	-
Universal Credit	4,710	-	-	(4,710)	-
EBDX	6,272	-	-	(6,272)	-
MESO	1,357	28,625	(31,123)	1,141	-
Seven Locks	467	-	-	(467)	-
Macmillan	-	164,285	(178,328)	14,043	-
Pension Wise	-	92,878	(94,493)	1,615	-
Money Advice Service	-	141,652	(159,731)	18,079	-
Martin Lewis	114	-	-	(114)	-
BESN	523	-	-	(523)	-
AMSS	-	166,272	(166,272)	-	-
Help to claim	-	287,496	(287,496)	-	-
Moneywise Plus	1,008	-	-	-	1,008
CSF	34	-	-	(34)	-
Market Harborough	6,000	-	-	(6,000)	-
General Advice Coalville	-	4,767	(6,114)	1,347	-
Leicestershire Communities Fund	-	4,685	(4,675)	(10)	-
Soft Phones	-	311	(311)	-	-
EMSTN	-	24,408	(24,408)	-	-
Hinckley Foodbank	-	10,928	(10,928)	-	-
Money Max Budgeting Expert	-	44	(44)	-	-
Total restricted funds	20,485	1,247,764	(1,324,890)	57,649	1,008
Total funds	**629,773**	**1,687,244**	**(1,664,680)**	**-**	**652,337**

16 Funds (continued)

	Balance at 1 April 2021	Incoming resources	Resources expended	Transfers	Balance at 31 March 2022
	£	£	£	£	£
Unrestricted funds					
General					
General funds	499,897	438,418	(316,813)	(5,536)	615,966
Leicester City Council	(6,678)	382,427	(382,427)	-	(6,678)
Total net assets	493,219	820,845	(699,240)	(5,536)	609,288
Restricted funds					
Universal Credit	4,710	-	-	-	4,710
EBDX	6,272	-	-	-	6,272
MESO	359	27,537	(26,539)	-	1,357
Seven Locks	467	-	-	-	467
Macmillan	-	159,267	(159,267)	-	-
Pension Wise	-	81,890	(81,890)	-	-
Money Advice Service	-	180,641	(190,147)	9,506	-
Martin Lewis	114	-	-	-	114
BESN	523	-	-	-	523
AMSS	-	129,327	(129,327)	-	-
Help to claim	-	207,083	(207,083)	-	-
Help to Claim Best Practice	-	10,824	(10,824)	-	-
Moneywise Plus	1,008	-	-	-	1,008
CSF	398	-	(364)	-	34
Market Harborough	6,000	-	-	-	6,000
EAP	-	6,448	(2,467)	(3,981)	-
Leicestershire Communities Fund	-	14,499	(14,510)	11	-
Soft Phones	-	10,048	(10,048)	-	-
Total restricted funds	19,851	827,564	(832,466)	5,536	20,485
Total funds	**513,070**	**1,648,409**	**(1,531,706)**	**-**	**629,773**

16 Funds (continued)

Transfers from the general to restricted funds are done so to meet overspends on restricted projects or to correct previous period transfers made in error.

The specific purposes for which the funds are to be applied are as follows:

Leicester City Council – to provide general and specialist advice to the residents of Leicester City.

Universal Credit - in line with the service level agreement for 2017/18, £2,094 was the final payment for meeting targets. The balance was unused funding which is not subject to clawback as per the service level agreement.

EBDX - the funder has authorised a transfer to unrestricted funding.

MESO – funding to provide specialist advice to sufferers of mesothelioma.

Seven Locks - this underspend applied to deficits accrued over the life of the service which encompassed two periods in line with the service level agreement "any underspend can be used with the agreement with Seven Locks". This went towards the previous period overspend.

Macmillan – part of countywide funding received from Macmillan Cancer to offer advice to those living with cancer, their careers and family.

Pension Wise – the Bureau was appointed as a delivery centre for the Government's Pension Wise Guidance Service. The Bureau delivered the service across the County from 2016 as part of a consortium of Local Citizen Advice.

Money Advice Service – EMMA is the lead contractor in the East Midlands for the Government's Money Advice Service (MAS) and provides funding for three full time equivalent specialist Money Advice caseworker roles.

Martin Lewis - the funder has authorised a transfer to unrestricted funding.

BESN – the funds has authorised a transfer to unrestricted funding.

Help to Claim Service – Part of a national service supporting people to make a Universal Credit claim and supporting them through that process until they receive their first full payment.

CSF – Funding for recruitment, training and support to enable volunteers to deliver advice remotely.

Market Harborough – the balance on the fund was spent on IT and office equipment incurred in 2019/20 and 2020/21, and subsequently released.

Leicestershire Communities Fund – Funding in response to Covid-19 for additional laptops to enable advice services to be delivered remotely.

General Advice Coalville – Contains funding for work done for residents in North West Leicestershire at risk of homelessness.

16 Funds (continued)

AMSS - Holistic support for people with debt, budgeting and money management issues.

Soft Phones - Adviser softphone and equipment package to provide generalist advice support.

EMSTN - Providing free advice on a range of social welfare issues to anyone in the East Midlands area who is affected by Sickle Cell or Thalassaemia – including patients and their families.

Hinckley Foodbank - In collaboration with Hinckley Area Food Bank and Falcon Support Services providing advice and ongoing casework to people accessing the Hinckley Area Foodbank to tackle the issues that have led to their need for emergency food support.

Money Max Budgeting Expert - Providing practical money management skills to anyone under 19 years old who are residents of Leicestershire and do not have a Level 2 maths qualification.

17 Analysis of net assets between funds

	Restricted funds	Unrestricted funds	Total funds
	£	£	£
Current assets	218,057	795,316	1,013,373
Current liabilities	(218,057)	(142,979)	(361,036)
Total net assets	-	652,337	652,337

18 Analysis of net funds

	At 1 April 2022	Cash flow	At 31 March 2023
	£	£	£
Cash at bank and in hand	817,775	105,631	923,406
Net funds	817,775	105,631	923,406

19 Related party transactions

During the year the charity made the following related party transactions:

Citizens Advice (UK)
CITAL is a member of Citizens Advice, the national Charity (Charity Number: 279057) which sets out a framework for standards of advice and case management and supports with an information system, training and other services.

Costs for accountancy support, administrative and other services were £Nil (2022 - £Nil). Costs for membership were £10,096 (2022 - £10,096).

At the balance sheet date the amount due from Citizens Advice (UK) was £Nil (2022 - £Nil).

CITIZENS ADVICE LEICESTERSHIRE

England & Wales - Charity number 1135081

Accounts

Co House Copy

Company registration number: 07186736

Charity registration number: 1135081

Citizens Advice Leicestershire

(A company limited by guarantee)

Annual Report and Financial Statements

For the Year Ended 31 March 2022

The Rowleys Partnership Ltd
Chartered Accountants, Statutory Auditors
Charnwood House
Harcourt Way
Meridian Business Park
Leicester
LE19 1WP

Citizens Advice Leicestershire

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Citizens Advice Leicestershire

Reference and Administrative Details

Trustees	M. T. Flaherty – Chair A. E. Melville – Vice Chair – Resigned 29 March 2022 G. Cook – Resigned 6 June 2022 P. J. G. Symonds J. Walters T. E. Render – Resigned 26 October 2021 V. T. Goodman N. L. B. Waghela M-A. Beere – Treasurer M. Kynaston – Pearson – Resigned 15 August 2022
Company Secretary	R. Evans
Central Management Team	R. Evans A. E. Steiner H. Matthews L. Hegarty J. Thomas
Principal Office	Clarence House 46 Humberstone Gate Leicester LE1 3PJ
Registered Office	Clarence House 46 Humberstone Gate Leicester LE1 3PJ
	The Charity is incorporated in England and Wales

Citizens Advice Leicestershire

Reference and Administrative Details

Company Registration Number	07186736
Charity Registration Number	1135081
Solicitors	Lawson West 4 Dominus Way Meridian Business Park Leicester LE19 1RP
Bankers	The Co-operative Bank plc 1 Balloon Street Manchester M60 4EP Unity Trust Bank 4 Brindley Place Birmingham B1 2JB CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ
Auditor	The Rowleys Partnership Ltd Chartered Accountants, Statutory Auditor Charnwood House Harcourt Way Meridian Business Park Leicester LE19 1WP

Citizens Advice Leicestershire

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 2022.

Objectives and activities

Objects and aims

The Charity's purposes, as set out in the objects contained in the Company's Memorandum of Association, are to promote any charitable purpose for the benefit of the whole community of Leicestershire ("the area of benefit") by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

Our aims are focused on the provision of the advice people need for the problems they face and the improvement of the policies and practices that affect people's lives.

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

The main area of benefit refers to the community of Leicestershire and the organisation focuses the majority of activities on Leicestershire and the City of Leicester. However, work is now accepted from other parts of the Country including national telephone calls and web chat

The Charity has developed its own Mission Statement to reflect more accurately the purpose and role of the organisation:

"Citizens Advice Leicestershire (CITAL) will continue to be recognised as the leading provider of appropriate and excellent advice across the county and city. We will develop and maintain a range of provision that meets the new and emerging challenges facing people in our area, including the prevention of homelessness and the implications of Brexit".

Citizens Advice Leicestershire

Trustees Report

Public benefit

Our main objectives for the year have been developing our service so it matches the needs of the clients we are trying to support whilst continuing with all bidding opportunities.

We will achieve our Aim by focusing on five major objectives:

1. People – Ensuring clients remain central to our organisation and all our developments; ensuring well motivated and engaged staff and volunteers by having effective communication systems, excellent training and support.

2. Financial sustainability – Ensuring the financial sustainability of CITAL. We will do this by rigorous financial management, effective monitoring of the changing environment, accessing core funding, exploiting new markets and developing social enterprises.

3. Delivery and innovation – Ensuring all our people deliver consistently high standards of advice-giving. We will continue to innovate to best meet the new and emerging needs of our clients including the use of developing technologies as the leading provider in Leicestershire.

4. Local profile – To be recognised as market leaders in the innovative work we do and develop a high profile for the organisation locally, regionally and nationally. To focus on social policy, being articulate, visible and vocal about the consequences of local and national government policy on local people.

5. National profile - To play an effective but robust role within Citizens Advice nationally whilst reflecting the need of the local population with our own and the funders' aspirations.

All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The Board of Trustees have had due regard to the Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

Use of Volunteers

The organisation receives help and support in the form of voluntary assistance in offering advice to the public. Throughout 2021/22, the organisation employed over 55 staff and utilised more than 60 volunteers working together delivering various projects (including the core service).

Volunteers represent an indispensable part of the organisation and without them there would not be a Citizens Advice service. Our volunteers contributed over 16,500 hours based on an average of 6 hours per week per volunteer. This equates to an estimated value of volunteering of approximately £157,000 based on minimum wage rates alone. However, their value is inadequately expressed in monetary terms. Indeed, volunteers bring many skills and equally; the experience gained with us helps individuals return to the labour market.

Citizens Advice Leicestershire

Trustees Report

Achievements and performance

The main areas of charitable activity are: the provision of general advice and information services; the provision of specialist advice and casework services in the debt and welfare benefits categories of social welfare law and guidance on current pension regulations. Overall in 2021/22 there were some 27,000 hours of advice provided.

However, major operational changes were needed due to the Covid lockdown and it was pleasing to note that our organisation's business recovery plan that was previously implemented continued to work

Throughout the year we have continued to offer advice and information in the following ways:

Telephone – we continued to operate a City and County wide telephone triage service staffed by volunteer and paid assessors. The line is answered between the hours of 9.00am and 4.30pm from Monday to Friday.

Face to face drop in – these services have been suspended due to ongoing Covid -19 lockdown restrictions.

Full advice – we offer general and specialist advice through our team of trained volunteer advisers and paid staff however this was delivered by telephone and email. We also offer advice via a video package as used by the NHS called Attend Anywhere. There has been a slow take up but numbers continue to grow.

Information and self-help – supporting service users to become more self-reliant by accessing online information. During the year there were more than 390,000 website hits

Outreach – was suspended as above.

In addition to general advice, the following specialist services are provided: specialist debt advice funded by the Money Advice Service; specialist welfare benefits advice funded through Macmillan Cancer Support for clients and their families who are affected by cancer; the provision of specialist guidance across the County on Pension Regulations and Help to Claim, a service to help people claim Universal Credit funded by the DWP. There is also a Leicestershire County Council funded service called "Money Max".

Who Used and Benefited from our Services?

During the reporting year we delivered more than 26,000 client contacts and appointments across all delivery channels as clients continue to present with multiple problems. We helped with more than a staggering 55,000 issues. This figure ignores over 390,000 of hits on our website.

The majority of our work is helping people with benefit enquiries and money advice. In total we negotiated on just over £3 million worth of debt; rescheduling or reducing the debts to make people's lives more sustainable. We also generated an estimated total of over £9.4 million worth additional income for our clients.

Sustaining funding levels remains a continuing challenge; however, during the financial year our method of operation and management structure ensured that we delivered in the most effective and safest way possible. In previous years we had begun to consider remodelling our services making better use of technology to deliver advice via remote platforms. This would protect the resources and ensure that the more resource intensive face to face services we kept for the most vulnerable. This year we answered more than 35,000 telephone calls and responded to over 12,000 emails and web chats. This was an increase from previous years.

Citizens Advice Leicestershire

Trustees Report

Financial review

It is fair to say the availability of funding in the Charity sector remains difficult even after the ending of "austerity". The charity's focus is on providing added value to its funders from a base of sound financial management and ensuring that our services remain relevant to the strategic objectives of stakeholders at local and national level.

Whilst we have worked hard to develop our service to enable us to deliver the most cost-effective service possible, the prospect of meeting the ever-increasing demand with significantly reduced funding resources is challenging.

In the reporting period the Charity generated an operating surplus of £116,703 from a total income of £1,648,409 and expenditure of £1,531,706. The surplus occurred in the main as a result of us benefitting from grants and contracts that were made available due to the Covid pandemic. We have also carried a number of staff vacancies which whilst not critical to the organisation have presented us with some operational and management difficulties.

Policy on reserves

The Trustees believe that the organisation should hold financial reserves in order to ensure that the CITAL can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising. The Trustees have a target of retaining the equivalent of three months' expenditure as financial reserves. CITAL's reserves are also held for the following;

Redundancy- To ensure that the organisation is able to cover contractual obligations for redundancy payments to staff.

I.T – the Trustees are aware that given we are now very I.T reliant that equipment must be kept up to date. Up to £30,000 of reserves are identified as I.T related in the event that no external funding can be sourced. In particular, the Trustees are aware that much of the I.T equipment purchased in the 2020 lockdown year will be reaching the end of its life span come 2023.

This reserves policy is monitored and reviewed by the Trustees. The Trustees are aware that they have reached their target for reserves but will continue to work towards maintaining that situation.

Principal funding sources

The total income for the year of £1,648,409 represents an increase of £23,832 from 2020/21. The Trustees extend their sincere gratitude to Leicester City Council, Leicestershire County Council, Blaby District Council, Harborough District Council, Hinckley and Bosworth Borough Council, North West Leicestershire District Council and Melton Borough Council who continue to support the (core) operating capacity of the Charity.

Significant project-specific funding was gratefully received from Macmillan Cancer Support, Money Advice Service's Financial Inclusion Fund through the East Midlands Money Advice Agency in support of money advice, and from Her Majesty's Treasury in respect of the Pension Wise Service and Help to Claim. There is also a Leicestershire County Council funded service called "Money Max".

Investment policy and objectives

In furtherance of its objectives, and for no other purposes, the company has the power to invest or deposit funds in any lawful manner. This has been taken further during the year with the opening of a Charities Aid Foundation Bank investment account.

Trustees Report

Plans for future periods

Aims and key objectives for future periods

The organisation will continue to seek to increase the number of people supported by, as far as possible, continuing to channel shift away from reliance on face to face appointments. This will enable those able to access advice and information themselves to do so, so as the more vulnerable clients can be assisted using more traditional methods such as face to face or telephone. Additional effort will be made to increase funding to support both additional clients and to support the technology and training needed to channel shift.

Going concern

After making further appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

Structure, governance and management

Nature of governing document

Citizens Advice Leicestershire (CITAL) is a registered Charity and was incorporated as a company by limited guarantee on 11 March 2010 under the name "South and West Leicestershire Citizens Advice Bureau". The name was changed on 1 January 2012 following the merger of the organisation with Citizens Advice Leicester, at which date the assets and liabilities of Citizens Advice Leicester were acquired. The name changed again, on 21 July 2016, following the rebranding of the organisation to Citizens Advice Leicestershire. Its objects and powers and other constitutional matters are set out in its Memorandum and Articles of Association.

A new Memorandum and Articles of Association was approved at an EGM in 2020 on the advice of Citizens Advice National. No major changes were included in the update except for clarifying that volunteers involved with service delivery could not also act as Trustees. The updated Articles of Association also clarified the AGM process.

Recruitment and appointment of Trustees

The Charity is governed through a Trustee Board. Trustees who have held office during the year are listed on page 1. The Articles of Association provide for a minimum of six and a maximum of twelve Trustees.

Trustees are elected to the Board and are appointed by a resolution of its members at an AGM. The Board has powers to co-opt members who shall retire at the following AGM and may offer themselves for re-election.

The Board was supported by the Finance and General purposes (F and GP) subcommittee along with task and finish groups as required. However, at a Trustee away day in early 2020 it was agreed to dissolve the F and GP and move to monthly Trustee meetings. These would alternate between strategic and operational agendas with financial reporting a common theme.

However, when specific issues need to be discussed away from the main Trustee Board meeting, smaller and specific meetings have been called often involving wider representation from the paid staff group.

Citizens Advice Leicestershire

Trustees Report

Induction and training of Trustees

New Trustees are briefed on their legal obligations under Charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan and recent financial performance of the Charity. They also meet key employees and other Trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role.

Arrangements for setting key management personnel remuneration

During the summer 2019 a management review was undertaken and the County Operations Director role was removed and in its place a new role of Group Manager of County and Specialist Services. Similarly, the Compliance and Contracts Manager role was replaced and became Group Manager of Central Services. With these changes some functions were reassigned.

At the same time the local Service Managers roles became Local Business Leaders with the aim to take on more responsibility and to allow for succession planning.

The Finance Manager role was unaffected.

These roles are now bedded into the organisation

Their remuneration is set by the Trustees.

Organisational structure

CITAL is governed by its Trustee Board, which is responsible for setting the strategic direction of the organisation and the policy of the Charity. These policies are implemented by the Chief Executive. The Trustees carry the ultimate responsibility for the conduct of CITAL and for ensuring that the Charity stratifies its legal and contractual obligations. The Board has developed an induction procedure, in order to carefully select and induct new members onto its board. Trustees meet as a minimum each quarter and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management.

Under normal conditions CITAL operates from five branches at Narborough, Market Harborough, Coalville, Hinckley, and Leicester. It also operates numerous outreach venues. However; due to the pandemic all branches were closed with staff and volunteers working from home. Some volunteers decided to "rest" at this stage but a number continued and many new volunteers were recruited. CITAL did not furlough any of its staff.

The Melton Mowbray branch is closed permanently to the public due to a funding cut. However, reduced funding is still in place so residents of the Borough can access the services by telephone and email. The branch in Oadby and Wigston closed due to the loss of a local tender. However, some services still operate in the Borough.

CITAL is a member 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. The organisation also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients.

Trustees Report

Response to Covid

Along with many other organisations CITAL observed the work from home instruction in March 2020. Within hours; laptop computers, mobile and desk phones and other essential equipment was distributed to paid staff and volunteers to keep the services running. Overnight our service went from being a face to face reliant operation to a phone, email and more latterly video offer. Those working from home responded in a professional and diligent way. Some volunteers decided to "rest" as they felt this service delivery style was not one they could offer. The service remained as home working at the end of the financial year.

Some staff enquired about the government's Furlough scheme, however as CITAL receives public funding it was not applicable. Equally; advice services have remained critical during this time with an initial spike in the numbers of clients needing advice on employment and welfare benefit related issues.

It should also be acknowledged that CITAL's funders continued to support the organisation during this period and in some cases increased the funding level or waived invoices for items such as rent. This helped CITAL purchase much needed equipment such as telephones and computers which otherwise would have needed to be funded from reserves.

In 2021/2 we began the remobilisation process but this was curtailed due to a further Covid wave. Funding was secured for PPE and equipment to support the return to offices which is expected to be in late 2022.

Trustees Report

Major risks and management of those risks

Corporate risk

CITAL has completed a Corporate Risk Management exercise and maintains a risk register that is regularly reviewed. This process cannot entirely eliminate all risks but provides reasonable assurance that problems are identified on a timely basis and their impact mitigated and managed. Major risks to which the Charity are exposed have been reviewed and systems put in place to mitigate those risks. The board will continue to review the corporate risk register and ensure that action plans are in place to mitigate its key risks.

Loss of funding

The effects of this in the short term have been minimised by maintaining reserves, and a very active programme of seeking and securing funds from a variety of sources. The Charity continues to seek to further diversify its funding sources.

Internal risks

Internal risks are minimised by the implementation of financial procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures were reviewed by an independent qualified accountant in the spring of 2013 and updated in 2017 to ensure that they still meet the needs of the Charity. They were reviewed again during 2021/22. The Board accepted all the recommendations for further improvements to the system made in the regular three to six monthly review of the risk register.

Financial instruments

Objectives and policies

The charity's activities expose it to a number of financial risks including credit risk, cash flow risk and liquidity risk. The use of financial derivatives is governed by the charity's policies approved by the board of Trustees, which provide written principles on the use of financial derivatives to manage these risks. The charity does not use derivative financial instruments for speculative purposes.

Credit risk

The charity's principal financial assets are bank balances and cash, trade and other debtors.

The charity's credit risk is primarily attributable to its trade debtors. The amounts presented in the balance sheet are net of allowances for doubtful debtors. An allowance for impairment is made where there is an identified loss event which, based on previous experience, is evidence of a reduction in the recoverability of the cash flows.

The credit risk on liquid funds is limited because the counterparties are banks with high credit-ratings assigned by international credit-rating agencies.

The charity has no significant concentration of credit risk, with exposure spread over a large number of counterparties and customers.

Liquidity risk

In order to maintain liquidity to ensure that sufficient funds are available for ongoing operations and future developments, the charity maintains sufficient funds at the bank.

Trustees Report

Important non-adjusting events after the financial period

CITAL bas a Business Continuity plan to be implemented in times of extreme difficulty or extraordinary circumstances. This plan was enacted in late March 2020 due to the Covid lockdown and in the main was effective.

Staff and volunteers have continued to work from home allowing us to continue to offer our full range of advice and services, supported with investment in our IT infrastructure as detailed in the plan.

All funding streams continued to be received in line with funder agreements and as a result CITAL did not have to make use of any of the government support schemes.

CITAL are aware of the future operational and probable funding challenges that the Covid pandemic may create for the future and are keeping the matter under review.

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.

Reappointment of auditor
In accordance with section 485 of the Companies Act 2006, a resolution for the re-appointment of The Rowleys Partnership Ltd as auditors of the charity is to be proposed at the forthcoming Annual General Meeting.

The annual report was approved by the Trustees of the charity on 27 October 2022 and signed on its behalf by:

M.A Beere
Treasurer

M.T. Flaherty
Chair of Trustees

Citizens Advice Leicestershire

Statement of Trustees' Responsibilities

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

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 its incoming resources and application of resources, including its income and expenditure, 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 UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware; and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Approved by the Trustees of the charity on 27 October 2022 and signed on its behalf by:

M.A Beere
Teasurer

M.T. Flaherty
Chair of Trustees

Independent Auditor's Report to the Members of Citizens Advice Leicestershire

Opinion

We have audited the financial statements of Citizens Advice Leicestershire (the 'charity') for the year ended 31 March 2022, 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 charitable company's affairs as at 31 March 2022 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 (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

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

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

Other information

The 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 Leicestershire

Independent Auditor's Report to the Members of Citizens Advice Leicestershire

Opinion on other matters prescribed by the Companies Act 2006

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

- The information given in the Trustees' Report (incorporating the directors' 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 company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

We have nothing to report in respect of the following matters 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.
- The Trustees were not entitled to take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of Trustees

As explained more fully in the statement of Trustees' Responsibilities (set out on page 12), 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.

Independent Auditor's Report to the Members of Citizens Advice Leicestershire

Auditor's responsibilities for the audit of the financial statements

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

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

- We obtained an understanding of the legal and regulatory frameworks that are applicable to the company and determined that the most significant which are directly relevant to specific assertions in the financial statements are those related to the financial report frameworks (UK Generally Accepted Accounting Practice, Companies Act 2006, Charities Act 2011) and the relevant tax compliance regulations in the jurisdiction in which the company operates;
- We enquired of management whether they were aware of any instances of non-compliance with laws and regulations, or whether they had any knowledge of actual, suspected or alleged fraud;
- We assessed the susceptibility of the entity's financial statements to material misstatement, including how fraud might occur;
- We assessed the appropriateness of the collective competence and capabilities of the engagement team by understanding the practical experience with audit engagements of a similar nature and complexity, plus ensuring the team had appropriate and relevant training of the financial reporting framework and the relevant tax compliance regulations specific to the entity;
- We reviewed the financial statements and tested the disclosures against supporting documentation;
- We communicated relevant matters to all members of the audit team to ensure they understood the risks specific to the entity and the audit procedures planned to mitigate these;
- Our testing considered unusual or unexpected journal entries on a sample basis;
- We evaluated the assumptions and judgements used by management within significant accounting estimates and assessing if these indicate evidence of management bias;
- We tested significant transactions, in particular the evaluation of the company rationale for any which appear unusual or outside the charity's normal course of business;

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Citizens Advice Leicestershire

Independent Auditor's Report to the Members of Citizens Advice Leicestershire

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.

The Rowleys Partnership Ltd

Mrs L G Parkes ACA FCCA (Senior Statutory Auditor)
For and on behalf of The Rowleys Partnership Ltd

Statutory Auditors
Chartered Accountants
Charnwood House
Harcourt Way
Meridian Business Park
Leicester
LE19 1WP

Date: 22nd November 2022

Citizens Advice Leicestershire

Statement of Financial Activities for the Year Ended 31 March 2022 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2022 £
Income and Endowments from:				
Donations and legacies	3	4,930	-	4,930
charitable activities	4	815,915	827,564	1,643,479
Total income		820,845	827,564	1,648,409
Expenditure on:				
Charitable activities	5	(687,846)	(832,466)	(1,520,312)
Other expenditure	6	(11,394)	-	(11,394)
Total Expenditure		(699,240)	(832,466)	(1,531,706)
Net income/(expenditure)		121,605	(4,902)	116,703
Transfers between funds		(5,536)	5,536	-
Net movement in funds		116,069	634	116,703
Reconciliation of funds				
Total funds brought forward		493,219	19,851	513,070
Total funds carried forward	16	609,288	20,485	629,773

Citizens Advice Leicestershire

Comparative Statement of Financial Activities for the Year Ended 31 March 2021 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2021 £
Income and Endowments from:				
Donations and legacies	3	4,034	-	4,034
charitable activities	4	796,871	823,672	1,620,543
Total income		800,905	823,672	1,624,577
Expenditure on:				
Charitable activities	5	(643,414)	(866,010)	(1,509,424)
Other expenditure	6	(11,686)	-	(11,686)
Total Expenditure		(655,100)	(866,010)	(1,521,110)
Net income/(expenditure)		145,805	(42,339)	103,466
Transfers between funds		(43,096)	43,096	-
Net movement in funds		102,709	757	103,466
Reconciliation of funds				
Total funds brought forward		390,510	19,094	409,604
Total funds carried forward	16	493,219	19,851	513,070

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

Citizens Advice Leicestershire

(Registration number: 07186736)

Balance Sheet as at 31 March 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible assets	12	-	-
Current assets			
Debtors	13	76,760	55,658
Cash at bank and in hand		817,775	664,899
		894,535	720,557
Creditors: Amounts falling due within one year	14	(264,762)	(207,487)
Net current assets		629,773	513,070
Net assets		629,773	513,070
Funds of the charity:			
Restricted funds		20,485	19,851
Unrestricted income funds			
Unrestricted funds		609,288	493,219
Total funds	16	629,773	513,070

The financial statements on pages 17 to 34 were approved by the Trustees, and authorised for issue on 27 October 2022 and signed on their behalf by:

M.A Beere
Treasurer

M.T. Flaherty
Chair of Trustees

Citizens Advice Leicestershire

Statement of Cash Flows for the Year Ended 31 March 2022

	Note	2022 £	2021 £
Cash flows from operating activities			
Net cash income		116,703	103,466
Adjustments to cash flows from non-cash items			
Depreciation	12	-	606
		116,703	104,072
Working capital adjustments			
(Increase)/decrease in debtors	13	(21,102)	57,224
(Decrease)/increase in creditors	14	(15,619)	(919)
Decrease in deferred income	14	72,894	51,482
Net cash flows from operating activities		152,876	211,857
Cash flows from investing activities			
Purchase of tangible fixed asset	12	-	-
Net increase in cash and cash equivalents	18	152,876	211,857
Cash and cash equivalents at 1 April 2021	18	664,899	453,042
Cash and cash equivalents at 31 March 2022	18	817,775	664,899

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

Notes to the Financial Statements for the Year Ended 31 March 2022

1 Charity status

The charity is a charitable company limited by guarantee 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 charitable company in the event of liquidation.

The address of its registered office is:
Clarence House
46 Humberstone Gate
Leicester
LE1 3PJ

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) (effective 1 January 2019) – (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

Basis of preparation
Citizens Advice Leicestershire 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 charitable company's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charitable company.

Judgements

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The Charitable company makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are that a selection of support costs are subject to an estimated allocation split between the funds.

Income and endowments

All income is included in the statement of financial activities when the Charitable company is entitled to the funds and the amount can be measured with reasonable certainty. Income is deferred only when the Charitable company has to fulfil conditions before becoming entitled to it or where the donor has specified that the income is to be expended in a future period.

Voluntary income is received by way of grants, donations and gifts, including gift: aid income where applicable, and is included in full in the statement of financial activities when receivable. Income from grants, where related to performance and specific deliverables, are accounted for when it is probable that the income will be received, and the amount can be measured reliably and is not deferred.

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Donated services and facilities

Donated services and facilities are included at the value to the Charitable company where this can be quantified and is material. The value of services provided by volunteers has not been included in these accounts.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable that settlement is required and the amount can be measured reliably- All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category- Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

All resources expended are inclusive of irrecoverable VAT.

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.

Support costs

Support costs includes all those overhead costs of office and bureau accommodation, utility services, and other services and costs, which are in support of the activity. They also include those costs not associated with the other two headings and includes costs of meeting the constitutional and statutory requirements of the Charitable company, the audit fees and costs linked to the strategic management of the Charitable company- They have been allocated to activity cost categories on a basis consistent with the use of resources, e.g. staff costs by time spent and other costs by estimated usage.

Taxation

The Charitable company 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 £2,000 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

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:

Asset class	Depreciation method and rate
Furniture and equipment	33.3% straight line

Trade debtors

Trade debtors are amounts due from customers for services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Trade creditors are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure

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

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.

Pensions and other post retirement obligations

The Charity operates a defined contribution group personal pension plan for its employees. Payments are charged to the statement of financial activities in the period in which they are incurred.

Financial instruments

Classification

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the charity after deducting all of its liabilities.

Recognition and measurement

All financial assets and liabilities are initially measured at transaction price (including transaction costs), except for those financial assets classified as at fair value through the statement of financial activities, which are initially measured at fair value (which is normally the transaction price excluding transaction costs), unless the arrangement constitutes a financing transaction. If an arrangement constitutes a financing transaction, the financial asset or financial liability is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument

Financial assets and liabilities are only offset in the statement of financial position when, and only when there exists a legally enforceable right to set off the recognised amounts and the charity intends either to settle on a net basis, or to realise the asset and settle the liability simultaneously

Financial assets are derecognised when and only when a) the contractual rights to the cash flows from the financial asset expire or are settled, b) the charity transfers to another party substantially all of the risks and rewards of ownership of the financial asset, or c) the charity, despite having retained some, but not all, significant risks and rewards of ownership, has transferred control of the asset to another party.

Financial liabilities are derecognised only when the obligation specified in the contract is discharged, cancelled or expires.

Citizens Advice Leicestershire

Notes to the Financial Statements for the Year Ended 31 March 2022

3 Income from donations and legacies

	Unrestricted funds	Restricted funds	Total 2022	Unrestricted funds	Restricted funds	Total 2021
	£	£	£	£	£	£
Donations and legacies:						
Donations	4,930	-	4,930	4,034	-	4,034
	4,930	-	4,930	4,034	-	4,034

4 Income from charitable activities

	Unrestricted funds	Restricted funds	Total 2022	Unrestricted funds	Restricted funds	Total 2021
	£	£	£	£	£	£
General advice	815,915	30,995	846,910	796,871	101,343	898,214
Debt advice	-	180,641	180,641	-	171,065	171,065
Benefits advice	-	534,038	534,038	-	468,932	468,932
Pensions guidance and financial capability	-	81,890	81,890	-	82,332	82,332
	815,915	827,564	1,643,479	796,871	823,672	1,620,543

5 Expenditure on charitable activities

	Unrestricted funds	Restricted funds	Total 2022	Unrestricted funds	Restricted funds	Total 2021
	£	£	£	£	£	£
General advice	672,201	27,025	699,226	619,570	103,919	723,489
Debt advice	15,645	190,147	205,792	23,844	192,291	216,135
Benefits advice	-	533,404	533,404	-	487,468	487,468
Pensions guidance and financial capability	-	81,890	81,890	-	82,332	82,332
	687,846	832,466	1,520,312	643,414	866,010	1,509,424

	Activity undertaken directly	Activity support costs	Total 2022	Activity undertaken directly	Activity support costs	Total 2021
	£	£	£	£	£	£
General advice	575,635	123,591	699,226	572,140	151,349	723,489
Debt advice	178,884	26,908	205,792	183,237	32,898	216,135
Benefits advice	459,715	73,689	533,404	409,016	78,452	487,468
Pensions guidance and financial capability	69,539	12,351	81,890	67,784	14,548	82,332
	1,283,773	236,539	1,520,312	1,232,177	277,247	1,509,424

Notes to the Financial Statements for the Year Ended 31 March 2022

6 Other expenditure

	Unrestricted funds		
	General	Total 2022	Total 2021
	£		£
Staff costs			
Other staff costs	4,314.00	4,314.00	4,106
Audit fees			
Audit of the financial statements	7,080	7,080	6,780
Other fees paid to auditors	-	-	194
Depreciation, amortisation and other similar costs	-	-	606
	11,394	11,394	11,686

7 Analysis of support costs

Support costs allocated to charitable activates

	Basis of allocation	Governance costs	Staff costs	Office costs	Premises costs	Total 2022	Total 2021
		£	£	£	£	£	£
General advice	Staff costs	3,679	1,549	77,332	41,031	123,591	151,349
Debt service	Staff costs	801	337	16,837	8,933	26,908	32,898
Benefits service	Staff costs	2,194	924	46,107	24,464	73,689	78,452
Pensions guidance and financial capability	Staff costs	368	155	7,728	4,100	12,351	14,548
		7,042	2,965	148,004	78,528	236,539	277,247

8 Net incoming/ outgoing resources

Net incoming resources for the year include:

	2022	2021
	£	£
Audit fees	7,080	6,780
Other non-audit services	-	194
Depreciation of fixed assets	-	606

9 Trustees remuneration and expenses

No Trustees have made any transactions with the charity during the year.

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

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

10 Staff costs

The aggregate payroll costs were as follows:

	2022	2021
	£	£
Staff costs during the year were:		
Wages and salaries	1,145,755	1,121,013
Social security costs	86,423	78,280
Pension costs	61,850	55,016
	1,294,028	1,254,309

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

	2022	2021
	No	No
Charitable purposes	52	54
Management and administration	4	4
	56	58

56 (2021 – 58) of the above employees participated in the defined contribution pension schemes.

Contributions to the employee pension schemes for the year totalled £61,850 (2021 - £55,016).

The number of employees whose emoluments fell within the following bands was:

	2022 No	2021 No
£60,001 - £70,000	1	1

The total employee benefits of the key management personnel of the charity were £216,163 (2021 - £214,286). The Trustees consider key management to be the central management team as described on page 1.

11 Taxation

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

12 Tangible fixed assets

	Furniture and equipment £	Totals £
Cost		
At 1 April 2021	81,795	81,795
A 31 March 2022	81,795	81,795
Depreciation		
At 1 April 2021	81,795	81,795
Charge for the year	-	-
At 31 March 2022	81,795	81,795
Net book value		
At 31 March 2022	-	-
At 31 March 2021	606	606

13 Debtors

	2022 £	2021 £
Trade debtors	11,061	10,761
Prepayments	35,838	28,771
Accrued income	29,861	16,126
	76,760	55,658

14 Creditors: amounts falling due within one year

	2022	2021
	£	£
Trade Creditors	12,963	17,097
Other Creditors	27,692	24,558
Accruals	66,783	81,402
Deferred income	157,324	84,430
	264,762	207,487

15 Obligations under leases and hire purchase contracts

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2022	2021
	£	£
Land and Buildings		
Within one year	9,370	9,370
Between one and five years	-	9,370
	9,370	32,693

Notes to the Financial Statements for the Year Ended 31 March 2022

16 Funds

	Balance at 1 April 2021	Incoming resources	Resources expended	Transfers	Balance at 31 March 2022
	£	£	£	£	£
Unrestricted funds					
General					
General funds	499,897	438,418	(316,813)	(5,536)	615,966
Leicester City Council	(6,678)	382,427	(382,427)		(6,678)
Total net assets	493,219	820,845	(699,240)	(5,536)	609,288
Restricted funds					
Universal Credit	4,710	-	-	-	4,710
EBDX	6,272	-	-	-	6,272
MESO	359	27,537	(26,539)	-	1,357
Seven Locks	467	-	-	-	467
Macmillan	-	159,267	(159,267)	-	-
Pension Wise	-	81,890	(81,890)	-	-
Money Advice Service	-	180,641	(190,147)	9,506	-
Martin Lewis	114	-	-	-	114
BESN	523	-	-	-	523
AMSS	-	129,327	(129,327)	-	-
Help to claim	-	207,083	(207,083)	-	-
Help to Claim Best Practice	-	10,824	(10,824)	-	-
Moneywise Plus	1,008			-	1,008
CSF	398	-	(364)	-	34
Market Harborough	6,000	-	-	-	6,000
EAP	-	6,448	(2,467)	(3,981)	-
Leicestershire Communities Fund	-	14,499	(14,510)	11	-
Soft Phones	-	10,048	(10,048)	-	-
Total restricted funds	19,851	827,564	(832,466)	5,536	20,485
Total funds	513,070	1,648,409	(1,531,706)	-	629,773

16 Funds (continued)

	Balance at 1 April 2020	Incoming resources	Resources expended	Transfers	Balance at 31 March 2021
	£	£	£	£	£
Unrestricted funds					
General					
General funds	369,156	482,058	(308,221)	(43,096)	499,897
Leicester City Council	21,354	318,847	(346,879)	-	(6,678)
Total net assets	390,510	800,905	(655,100)	(43,096)	493,219
Restricted funds					
Universal Credit	4,710	-	-	-	4,710
EBDX	6,272	-	-	-	6,272
MESO	-	25,818	(25,459)	-	359
Seven Locks	467	-	-	-	467
Macmillan	-	170,193	(189,487)	19,294	-
Pension Wise	-	82,332	(82,332)	-	-
Money Advice Service	-	170,804	(192,029)	21,226	-
Leicester Provision of Welfare	-			-	-
Martin Lewis	114	-	-	-	114
BESN	523	-	-	-	523
Coronavirus Community Support Fund	-	66,063	(66,063)	-	-
Help to claim	-	208,290	(208,290)	-	-
Help to Claim Best Practice	-	39,300	(39,300)	-	-
Moneywise Plus	1,008	262	(262)	-	1,008
CSF	-	4,989	(4,591)	-	398
Market Harborough	6,000	-	-	-	6,000
Fairpay	-	20,341	(20,341)	-	-
Leicestershire Communities Fund	-	13,409	(13,409)	-	-
New Normal Fund	-	9,720	(9,720)	-	-
Severn Trent Recovery	-	10,000	(10,015)	15	-
Soft Phones	-	2,151	(2,151)	-	-
GREAT project	-	-	(2,561)	2,561	-
Total restricted funds	19,094	823,672	(866,010)	43,096	19,851
Total funds	409,604	1,624,577	(1,521,110)	-	513,070

Notes to the Financial Statements for the Year Ended 31 March 2022

16 Funds (continued)

Transfers from the general to restricted funds are done so to meet overspends on restricted projects or to correct previous period transfers made in error.

The specific purposes for which the funds are to be applied are as follows:

Leicester City Council – to provide general and specialist advice to the residents of Leicester City.

MESO – funding to provide specialist advice to sufferers of mesothelioma.

Macmillan – part of countywide funding received from Macmillan Cancer to offer advice to those living with cancer, their careers and family.

Pension Wise – the Bureau was appointed as a delivery centre for the Government's Pension Wise Guidance Service. The Bureau delivered the service across the County from 2016 as part of a consortium of Local Citizen Advice.

Money Advice Service – EMMA is the lead contractor in the East Midlands for the Government's Money Advice Service (MAS) and provides funding for three full time equivalent specialist Money Advice caseworker roles.

Help to Claim Service – Part of a national service supporting people to make a Universal Credit claim and supporting them through that process until they receive their first full payment.

Help to Claim Best Practice – A project, which covers the East Midlands, is part of a national network of Best Practice Leads with a remit to gather information about how Universal Credit and the Help to Claim service is performing, develop relationships with relevant local stakeholder and share ideas and best practice.

CSF – Funding for recruitment, training and support to enable volunteers to deliver advice remotely.

Leicestershire Communities Fund – Funding in response to Covid-19 for additional laptops to enable advice services to be delivered remotely.

Notes to the Financial Statements for the Year Ended 31 March 2022

17 Analysis of net assets between funds

	Unrestricted funds	Total Funds
	£	£
Tangible fixed assets	-	-
Current assets	894,535	894,535
Current liabilities	(264,762)	(264,762)
Total net assets	629,773	629,773

18 Analysis of net funds

	At 1 April 2021	Cash flow	At 31 March 2022
	£	£	£
Cash at bank and in hand	664,899	152,876	817,775
Net funds	664,899	211,857	817,775

19 Related party transactions

During the year the charity made the following related party transactions:

Citizens Advice (UK)
CITAL is a member of Citizens Advice, the national Charity (Charity Number: 279057) which sets out a framework for standards of advice and case management and supports with an information system, training and other services.

Costs for accountancy support, administrative and other services were £Nil (2021 - £11,080).

At the balance sheet date the amount due from Citizens Advice (UK) was £Nil (2021 –£Nil).

CITIZENS ADVICE LEICESTERSHIRE

England & Wales - Charity number 1135081

Accounts

Company registration number: 07186736

Charity registration number: 1135081

Citizens Advice Leicestershire

(A company limited by guarantee)

Annual Report and Financial Statements

For the Year Ended 31 March 2021

The Rowleys Partnership Ltd
Chartered Accountants, Statutory Auditors
Charnwood House
Harcourt Way
Meridian Business Park
Leicester
LE19 1WP

Citizens Advice Leicestershire

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Citizens Advice Leicestershire

Reference and Administrative Details

Trustees	M. T. Flaherty – Chair A. E. Melville – Vice Chair G. Cook P. J. G. Symonds J. Walters T. E. Render V. T. Goodman N. L. B. Waghela M-A. Beere – Treasurer M. Kynaston – Pearson- Appointed 1 December 2020
Company Secretary	R. Evans
Central Management Team	R. Evans A. E. Steiner H. Matthews L. Hegarty J. Thomas
Principal Office	Clarence House 46 Humberstone Gate Leicester LE1 3PJ
Registered Office	Clarence House 46 Humberstone Gate Leicester LE1 3PJ
	The Charity is incorporated in England and Wales

Citizens Advice Leicestershire

Reference and Administrative Details

Company Registration Number	07186736
Charity Registration Number	1135081
Solicitors	Lawson West 4 Dominus Way Meridian Business Park Leicester LE19 1RP
Bankers	The Co-operative Bank plc 1 Balloon Street Manchester M60 4EP Unity Trust Bank 4 Brindley Place Birmingham B1 2JB
Auditor	The Rowleys Partnership Ltd Chartered Accountants, Statutory Auditor Charnwood House Harcourt Way Meridian Business Park Leicester LE19 1WP

Citizens Advice Leicestershire

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 2021.

Objectives and activities

Objects and aims

The Charity's purposes, as set out in the objects contained in the Company's Memorandum of Association, are to promote any charitable purpose for the benefit of the whole community of Leicestershire ("the area of benefit") by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

Our aims are focused on the provision of the advice people need for the problems they face and the improvement of the policies and practices that affect people's lives.

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

Though the area of benefit refers to the community of Leicestershire, the organisation focuses its activities on Leicestershire and the City of Leicester.

The Charity has developed its own Mission Statement to reflect more accurately the purpose and role of the organisation:

"Citizens Advice Leicestershire (CITAL) will continue to be recognised as the leading provider of appropriate and excellent advice across the county and city. We will develop and maintain a range of provision that meets the new and emerging challenges facing people in our area, including the prevention of homelessness and the implications of Brexit".

We review our aims, objectives and activities each year at a Trustee Board away day and at an annual staff conference. In 2020/21 these were remote meetings.

Citizens Advice Leicestershire

Trustees Report

Public benefit

Our main objectives for the year have been developing our service so it matches the needs of the clients we are trying to support whilst continuing with all bidding opportunities.

We will achieve our Aim by focusing on five major objectives:

1. People – Ensuring clients remain central to our organisation and all our developments; ensuring well motivated and engaged staff and volunteers by having effective communication systems, excellent training and support.

2. Financial sustainability – Ensuring the financial sustainability of CITAL. We will do this by rigorous financial management, effective monitoring of the changing environment, accessing core funding, exploiting new markets and developing social enterprises.

3. Delivery and innovation – Ensuring all our people deliver consistently high standards of advice-giving. We will continue to innovate to best meet the new and emerging needs of our clients including the use of developing technologies as the leading provider in Leicestershire.

4. Local profile – To be recognised as market leaders in the innovative work we do and develop a high profile for the organisation locally, regionally and nationally. To focus on social policy, being articulate, visible and vocal about the consequences of local and national government policy on local people.

5. National profile - To play an effective but robust role within Citizens Advice nationally whilst reflecting the need of the local population with our own and the funders' aspirations.

All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The Board of Trustees have had due regard to the Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

Use of Volunteers

The organisation receives help and support in the form of voluntary assistance in offering advice to the public. Throughout 2020/21, the organisation employed over 55 staff and utilised more than 70 volunteers working together delivering various projects (including the core service).

Volunteers represent an indispensable part of the organisation and without them there would not be a Citizens Advice service. Our volunteers contribute over 22,000 hours per year based on an average of 6 hours per volunteer. This equates to an estimated value of volunteering of approximately £200,000 based on minimum wage rates alone. However, their value is inadequately expressed in monetary terms. Indeed, volunteers bring many skills and equally; the experience gained with us helps individuals return to the labour market.

Citizens Advice Leicestershire

Trustees Report

Achievements and performance

The main areas of charitable activity are: the provision of general advice and information services; the provision of specialist advice and casework services in the debt and welfare benefits categories of social welfare law and guidance on current pension regulations.

However, major operational changes were needed due to the Covid lockdown and it was pleasing to note that our organisation's business recovery plan was implemented and worked.

Throughout the year we have continued to offer advice and information in the following ways:

Telephone – we continued to operate a City and County wide telephone triage service staffed by volunteer and paid assessors. The line is answered between the hours of 9.00am and 4.30pm from Monday to Friday.

Face to face drop in – during the Year we have suspended these services as the Country went into lockdown.

Full advice – we offer general and specialist advice through our team of trained volunteer advisers and paid staff however this was delivered by telephone and email. In the latter part of the year we purchased a video package as used by the NHS called Attend Anywhere. There has been a slow take up but numbers continue to grow.

Information and self-help – supporting service users to become more self-reliant by accessing online information. During the year there were more than 480,000 website hits.

Outreach – was suspended as above.

In addition to general advice, the following specialist services are provided: specialist debt advice funded by the Money Advice Service; specialist welfare benefits advice funded through Macmillan Cancer Support for clients and their families who are affected by cancer; the provision of specialist guidance across the County on Pension Regulations and Help to Claim, a service to help people claim Universal Credit funded by the DWP.

Who Used and Benefited from our Services?

During the reporting year we delivered more than 26,000 client contacts and appointments across all delivery channels as clients continue to present with multiple problems. We helped with more than a staggering 59,000 issues. This figure ignores over 480,000 hits on our website.

The majority of our work is helping people with benefit enquiries and money advice. In total we negotiated on just over £12 million worth of debt; rescheduling or reducing the debts to make people's lives more sustainable. We also generated an estimated total of over £12 million worth additional income for our clients.

Sustaining funding levels remains a continuing challenge; however, during the financial year our method of operation and management structure ensured that we delivered in the most effective and safest way possible. In previous years we had begun to consider remodelling our services making better use of technology to deliver advice via remote platforms. This would protect the resources and ensure that the more resource intensive face to face services we kept for the most vulnerable. Those plans were forced into action. This year we answered more than 29,000 telephone calls and responded to over 8,000 emails.

Citizens Advice Leicestershire

Trustees Report

Financial review

It is fair to say the availability of funding in the Charity sector remains difficult even after the ending of "austerity". The charity's focus is on providing added value to its funders from a base of sound financial management and ensuring that our services remain relevant to the strategic objectives of stakeholders at local and national level.

Whilst we have worked hard to develop our service to enable us to deliver the most cost-effective service possible, the prospect of meeting the ever-increasing demand with significantly reduced funding resources is challenging.

In the reporting period the Charity generated an operating surplus of £103,466 from a total income of £1,624,577 and expenditure of £1,521,110. The surplus occurred in the main as a result of us benefitting from grants and contracts that were made available due to the Covid pandemic. We have also carried a number of staff vacancies which whilst not critical to the organisation have presented us with some operational and management difficulties.

Policy on reserves

The trustees believe that the organisation should hold financial reserves in order to ensure that the CITAL can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising. The trustees have a target of retaining the equivalent of three months' expenditure as financial reserves. CITAL's reserves are also held for the following;

Redundancy- To ensure that the organisation is able to cover contractual obligations for redundancy payments to staff.

I.T – the trustees are aware that given we are now very I.T reliant that equipment must be kept up to date. Up to £30,000 of reserves are identified as I.T related in the event that no external funding can be sourced.

This reserves policy is monitored and reviewed by the trustees annually. The trustees are aware that they have reached their target for reserves but will continue to work towards maintaining that situation.

Trustees Report

Principal funding sources

The total income for the year of £1,624,577 represents an increase of £25,262 from 2019/20. The Trustees extend their sincere gratitude to Leicester City Council, Leicestershire County Council, Blaby District Council, Harborough District Council, Hinckley and Bosworth Borough Council, Oadby and Wigston Borough Council, North West Leicestershire District Council and Melton Borough Council who continue to support the (core) operating capacity of the Charity.

Significant project-specific funding was gratefully received from Macmillan Cancer Support, Money Advice Service's Financial Inclusion Fund through the East Midlands Money Advice Agency in support of money advice, and from Her Majesty's Treasury in respect of the Pension Wise Service and Help to Claim.

Investment policy and objectives

In furtherance of its objectives, and for no other purposes, the company has the power to invest or deposit funds in any lawful manner (but to invest only after obtaining advice from a financial expert and having regard to the suitability of investments).

Plans for future periods

Aims and key objectives for future periods

The organisation will continue to seek to increase the number of people supported by, as far as possible, continuing to channel shift away from reliance on face to face appointments. This will enable those able to access advice and information themselves to do so, so as the more vulnerable clients can be assisted using more traditional methods such as face to face or telephone. Additional effort will be made to increase funding to support both additional clients and to support the technology and training needed to channel shift.

Going concern

After making further appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

Structure, governance and management

Nature of governing document

Citizens Advice Leicestershire (CITAL) is a registered Charity and was incorporated as a company by limited guarantee on 11 March 2010 under the name "South and West Leicestershire Citizens Advice Bureau". The name was changed on 1 January 2012 following the merger of the organisation with Citizens Advice Leicester, at which date the assets and liabilities of Citizens Advice Leicester were acquired. The name changed again, on 21 July 2016, following the rebranding of the organisation to Citizens Advice Leicestershire. Its objects and powers and other constitutional matters are set out in its Memorandum and Articles of Association.

A new Memorandum and Articles of Association was approved at an EGM in 2020 on the advice of Citizens Advice National. No major changes were included in the update except for clarifying that volunteers involved with service delivery could not also act as Trustees. The updated Articles of Association also clarified the AGM process.

Citizens Advice Leicestershire

Trustees Report

Recruitment and appointment of trustees

The Charity is governed through a Trustee Board. Trustees who have held office during the year are listed on page 1. The Articles of Association provide for a minimum of six and a maximum of twelve trustees.

Trustees are elected to the Board and are appointed by a resolution of its members at an AGM. The Board has powers to co-opt members who shall retire at the following AGM and may offer themselves for re-election.

The Board was supported by the Finance and General purposes (F and GP) subcommittee along with task and finish groups as required. However, at a Trustee away day in early 2020 it was agreed to dissolve the F and GP and move to monthly trustee meetings. These would alternate between strategic and operational agendas with financial reporting a common theme.

However, when specific issues need to be discussed away from the main Trustee Board meeting, smaller and specific meetings have been called often involving wider representation from the paid staff group.

Induction and training of trustees

New Trustees are briefed on their legal obligations under Charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan and recent financial performance of the Charity. They also meet key employees and other Trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role.

Arrangements for setting key management personnel remuneration

During the summer 2019 a management review was undertaken and the County Operations Director role was removed and in its place a new role of Group Manager of County and Specialist Services. Similarly, the Compliance and Contracts Manager role was replaced and became Group Manager of Central Services. With these changes some functions were reassigned.

At the same time the local Service Managers roles became Local Business Leaders with the aim to take on more responsibility and to allow for succession planning.

The Finance Manager role was unaffected.

These roles are now bedded into the organisation

Their remuneration is set by the Trustees.

Citizens Advice Leicestershire

Trustees Report

Organisational structure

CITAL is governed by its Trustee Board, which is responsible for setting the strategic direction of the organisation and the policy of the Charity. These policies are implemented by the Chief Executive. The Trustees carry the ultimate responsibility for the conduct of CITAL and for ensuring that the Charity stratifies its legal and contractual obligations. The Board has developed an induction procedure, in order to carefully select and induct new members onto its board. Trustees meet as a minimum each quarter and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management.

Under normal conditions CITAL operates from six branches at Blaby, Market Harborough, Coalville, Hinckley, Oadby and Wigston, and Leicester. It also operates numerous outreach venues. However; due to the pandemic all branches were closed with staff and volunteers working from home. Some volunteers decided to "rest" at this stage but a number continued and many new volunteers were recruited. CITAL did not furlough any of its staff.

The Melton Mowbray branch is closed permanently to the public due to a funding cut. However, reduced funding is still in place so residents of the Borough can access the services by telephone and email.

CITAL is a member 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. The organisation also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients.

Response to Covid

Along with many other organisations CITAL observed the work from home instruction in March 2020. Within hours; laptop computers, mobile and desk phones and other essential equipment was distributed to paid staff and volunteers to keep the services running. Overnight our service went from being a face to face reliant operation to a phone, email and more latterly video offer. Those working from home responded in a professional and diligent way. Some volunteers decided to "rest" as they felt this service delivery style was not one they could offer. The service remained as home working at the end of the financial year.

Some staff enquired about the government's Furlough scheme, however as CITAL receives public funding it was not applicable. Equally; advice services have remained critical during this time with an initial spike in the numbers of clients needing advice on employment and welfare benefit related issues.

It should also be acknowledged that CITAL's funders continued to support the organisation during this period and in some cases increased the funding level or waived invoices for items such as rent. This helped CITAL purchase much needed equipment such as telephones and computers which otherwise would have needed to be funded from reserves.

Trustees Report

Major risks and management of those risks

Corporate risk
CITAL has completed a Corporate Risk Management exercise and maintains a risk register that is regularly reviewed. This process cannot entirely eliminate all risks but provides reasonable assurance that problems are identified on a timely basis and their impact mitigated and managed. Major risks to which the Charity are exposed have been reviewed and systems put in place to mitigate those risks. The board will continue to review the corporate risk register and ensure that action plans are in place to mitigate its key risks.

Loss of funding
The effects of this in the short term have been minimised by maintaining reserves, and a very active programme of seeking and securing funds from a variety of sources. The Charity continues to seek to further diversify its funding sources.

Internal risks
Internal risks are minimised by the implementation of financial procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures were reviewed by an independent qualified accountant in the spring of 2013 and updated in 2017 to ensure that they still meet the needs of the Charity. They will be reviewed again during 2021/22. The Board accepted all the recommendations for further improvements to the system made in the regular three monthly review of the risk register.

Financial instruments

Objectives and policies
The charity's activities expose it to a number of financial risks including credit risk, cash flow risk and liquidity risk. The use of financial derivatives is governed by the charity's policies approved by the board of trustees, which provide written principles on the use of financial derivatives to manage these risks. The charity does not use derivative financial instruments for speculative purposes.

Credit risk

The charity's principal financial assets are bank balances and cash, trade and other debtors.

The charity's credit risk is primarily attributable to its trade debtors. The amounts presented in the balance sheet are net of allowances for doubtful debtors. An allowance for impairment is made where there is an identified loss event which, based on previous experience, is evidence of a reduction in the recoverability of the cash flows.

The credit risk on liquid funds is limited because the counterparties are banks with high credit-ratings assigned by international credit-rating agencies.

The charity has no significant concentration of credit risk, with exposure spread over a large number of counterparties and customers.

Liquidity risk

In order to maintain liquidity to ensure that sufficient funds are available for ongoing operations and future developments, the charity maintains sufficient funds at the bank.

Citizens Advice Leicestershire

Trustees Report

Important non-adjusting events after the financial period
CITAL has a Business Continuity plan to be implemented in times of extreme difficulty or extraordinary circumstances. This plan was enacted in late March 2020 due to the Covid lockdown and in the main was effective.

Staff and volunteers have continued to work from home allowing us to continue to offer our full range of advice and services, supported with investment in our IT infrastructure as detailed in the plan.

All funding streams continued to be received in line with funder agreements and as a result CITAL did not have to make use of any of the government support schemes.

CITAL are aware of the future operational and probable funding challenges that the Covid pandemic may create for the future and are keeping the matter under review.

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.

Reappointment of auditor
In accordance with section 485 of the Companies Act 2006, a resolution for the re-appointment of The Rowleys Partnership Ltd as auditors of the charity is to be proposed at the forthcoming Annual General Meeting.

The annual report was approved by the trustees of the charity on 26 October 2021 and signed on its behalf by:

M.A Beere
Treasurer

M.T. Flaherty
Chair of Trustees

Citizens Advice Leicestershire

Statement of Trustees' Responsibilities

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

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 its incoming resources and application of resources, including its income and expenditure, 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 UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware; and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Approved by the Trustees of the charity on 26 October 2021 and signed on its behalf by:

M. Beere

M.A Beere
Teasurer

M.T. Flaherty

M.T. Flaherty
Chair of Trustees

Citizens Advice Leicestershire

Independent Auditor's Report to the Members of Citizens Advice Leicestershire

Opinion

We have audited the financial statements of Citizens Advice Leicestershire (the 'charity') for the year ended 31 March 2021, 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 2021 and of its results 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 (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

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

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

Other information

The 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.

Independent Auditor's Report to the Members of Citizens Advice Leicestershire

Opinion on other matters prescribed by the Companies Act 2006

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

- The information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; 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 company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

We have nothing to report in respect of the following matters 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.
- The trustees were not entitled to take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of Trustees' Responsibilities (set out on page 12), 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.

Independent Auditor's Report to the Members of Citizens Advice Leicestershire

Auditor's responsibilities for the audit of the financial statements

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

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

- We obtained an understanding of the legal and regulatory frameworks that are applicable to the company and determined that the most significant which are directly relevant to specific assertions in the financial statements are those related to the financial report frameworks (UK Generally Accepted Accounting Practice, Companies Act 2006) and the relevant tax compliance regulations in the jurisdiction in which the company operates;
- We enquired of management whether they were aware of any instances of non-compliance with laws and regulations, or whether they had any knowledge of actual, suspected or alleged fraud;
- We assessed the susceptibility of the entity's financial statements to material misstatement, including how fraud might occur;
- We assessed the appropriateness of the collective competence and capabilities of the engagement team by understanding the practical experience with audit engagements of a similar nature and complexity, plus ensuring the team had appropriate and relevant training of the financial reporting framework and the relevant tax compliance regulations specific to the entity;
- We reviewed the financial statements and tested the disclosures against supporting documentation;
- We communicated relevant matters to all members of the audit team to ensure they understood the risks specific to the entity and the audit procedures planned to mitigate these;
- Our testing considered unusual or unexpected journal entries on a sample basis;
- We evaluated the assumptions and judgements used by management within significant accounting estimates and assessing if these indicate evidence of management bias;
- We tested significant transactions, in particular the evaluation of the company rationale for any which appear unusual or outside the charity's normal course of business;

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

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.

.....

Robert Radford FCA (Senior Statutory Auditor)
For and on behalf of The Rowleys Partnership Ltd

Statutory Auditors
Chartered Accountants
Charnwood House
Harcourt Way
Meridian Business Park
Leicester
LE19 1WP

Date: 27/10/2021

Citizens Advice Leicestershire

Statement of Financial Activities for the Year Ended 31 March 2021 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2021 £
Income and Endowments from:				
Donations and legacies	3	4,034	-	4,034
charitable activities	4	796,871	823,672	1,620,543
Total income		800,905	823,672	1,624,577
Expenditure on:				
Charitable activities	5	(643,414)	(866,010)	(1,509,424)
Other expenditure	6	(11,686)	-	(11,686)
Total Expenditure		(655,100)	(866,010)	(1,521,110)
Net income/(expenditure)		145,805	(42,339)	103,466
Transfers between funds		(43,096)	43,096	-
Net movement in funds		102,709	757	103,466
Reconciliation of funds				
Total funds brought forward		390,510	19,094	409,604
Total funds carried forward	16	493,219	19,851	513,070

Citizens Advice Leicestershire

Comparative Statement of Financial Activities for the Year Ended 31 March 2020 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2020 £
Income and Endowments from:				
Donations and legacies	3	3,284	6,000	9,284
charitable activities	4	867,782	722,249	1,590,031
Total income		871,066	728,249	1,599,315
Expenditure on:				
Charitable activities	5	(874,226)	(742,603)	(1,616,829)
Other expenditure	6	(16,077)	-	(16,077)
Total Expenditure		(890,303)	(742,603)	(1,632,906)
Net income/(expenditure)		(19,237)	(14,354)	(33,591)
Transfers between funds		(33,448)	33,448	-
Net movement in funds		(52,685)	19,094	(33,591)
Reconciliation of funds				
Total funds brought forward		443,195	-	443,195
Total funds carried forward	16	390,510	19,094	409,604

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

Citizens Advice Leicestershire

(Registration number: 07186736)

Balance Sheet as at 31 March 2021

	Note	2021 £	2020 £
Fixed assets			
Tangible assets	12	-	606
Current assets			
Debtors	13	55,658	112,882
Cash at bank and in hand		664,899	453,042
		720,557	565,924
Creditors: Amounts falling due within one year	14	(207,487)	(156,926)
Net current assets		513,070	408,998
Net assets		513,070	409,604
Funds of the charity:			
Restricted funds		19,851	19,094
Unrestricted income funds			
Unrestricted funds		493,219	390,510
Total funds	16	513,070	409,604

The financial statements on pages 15 to 32 were approved by the trustees, and authorised for issue on 26 October 2021 and signed on their behalf by:

M.A Beere
Treasurer

M.T. Flaherty
Chair of Trustees

Citizens Advice Leicestershire

Statement of Cash Flows for the Year Ended 31 March 2021

	Note	2021 £	2020 £
Cash flows from operating activities			
Net cash income		103,466	(33,591)
Adjustments to cash flows from non-cash items			
Depreciation	12	606	743
		104,072	(32,848)
Working capital adjustments			
(Increase)/decrease in debtors	13	57,224	103,829
(Decrease)/increase in creditors	14	(919)	18,441
Decrease in deferred income	14	51,482	(38,775)
Net cash flows from operating activities		211,857	50,647
Cash flows from investing activities			
Purchase of tangible fixed asset	12	-	-
Net increase in cash and cash equivalents	18	211,857	50,647
Cash and cash equivalents at 1 April 2020	18	453,042	402,395
Cash and cash equivalents at 31 March 2021	18	664,899	453,042

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

Notes to the Financial Statements for the Year Ended 31 March 2021

1 Charity status

The charity is a charity limited by guarantee 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:
Clarence House
46 Humberstone Gate
Leicester
LE1 3PJ

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) (effective 1 January 2019) – (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

Basis of preparation
Citizens Advice Leicestershire 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.

Judgements

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The company makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are that a selection of support costs are subject to an estimated allocation split between the funds.

Income and endowments

All income is included in the statement of financial activities when the Charity is entitled to the funds and the amount can be measured with reasonable certainty. Income is deferred only when the Charity has to fulfil conditions before becoming entitled to it or where the donor has specified that the income is to be expended in a future period.

Voluntary income is received by way of grants, donations and gifts, including gift: aid income where applicable, and is included in full in the statement of financial activities when receivable. Income from grants, where related to performance and specific deliverables, are accounted for when it is probable that the income will be received, and the amount can be measured reliably and is not deferred.

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Donated services and facilities

Donated services and facilities are included at the value to the Charity where this can be quantified and is material. The value of services provided by volunteers has not been included in these accounts.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable that settlement is required and the amount can be measured reliably- All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category- Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

All resources expended are inclusive of irrecoverable VAT.

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.

Support costs

Support costs includes all those overhead costs of office and bureau accommodation, utility services, and other services and costs, which are in support of the activity. They also include those costs not associated with the other two headings and includes costs of meeting the constitutional and statutory requirements of the Charity, the audit fees and costs linked to the strategic management of the Charity- They have been allocated to activity cost categories on a basis consistent with the use of resources, e.g. staff costs by time spent and other costs by estimated usage.

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 £2,000 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

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:

Asset class	Depreciation method and rate
Furniture and equipment	33.3% straight line

Trade debtors

Trade debtors are amounts due from customers for services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Trade creditors are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Borrowings

Interest-bearing borrowings are initially recorded at fair value, net of transaction costs. Interest-bearing borrowings are subsequently carried at amortised cost, with the difference between the proceeds, net of transaction costs, and the amount due on redemption being recognised as a charge to the Statement of Financial Activities over the period of the relevant borrowing.

Interest expense is recognised on the basis of the effective interest method and is included in interest payable and similar charges.

Borrowings are classified as current liabilities unless the charity has an unconditional right to defer settlement of the liability for at least twelve months after the reporting date.

Fund structure

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

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.

Pensions and other post retirement obligations

The Charity operates a defined contribution group personal pension plan for its employees. Payments are charged to the statement of financial activities in the period in which they are incurred.

Financial instruments

Classification.

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the charity after deducting all of its liabilities.

Recognition and measurement

All financial assets and liabilities are initially measured at transaction price (including transaction costs), except for those financial assets classified as at fair value through the statement of financial activities, which are initially measured at fair value (which is normally the transaction price excluding transaction costs), unless the arrangement constitutes a financing transaction. If an arrangement constitutes a financing transaction, the financial asset or financial liability is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument

Financial assets and liabilities are only offset in the statement of financial position when, and only when there exists a legally enforceable right to set off the recognised amounts and the charity intends either to settle on a net basis, or to realise the asset and settle the liability simultaneously

Financial assets are derecognised when and only when a) the contractual rights to the cash flows from the financial asset expire or are settled, b) the charity transfers to another party substantially all of the risks and rewards of ownership of the financial asset, or c) the charity, despite having retained some, but not all, significant risks and rewards of ownership, has transferred control of the asset to another party.

Financial liabilities are derecognised only when the obligation specified in the contract is discharged, cancelled or expires.

Notes to the Financial Statements for the Year Ended 31 March 2021

3 Income from donations and legacies

	Unrestricted funds	Restricted funds	Total 2021	Unrestricted funds	Restricted funds	Total 2020
	£	£	£	£	£	£
Donations and legacies:						
Donations	4,034	-	4,034	3,284	6,000	9,284
	4,034	-	4,034	3,284	6,000	9,284

4 Income from charitable activities

	Unrestricted funds	Restricted funds	Total 2021	Unrestricted funds	Restricted funds	Total 2020
	£	£	£	£	£	£
General advice	796,871	101,343	898,214	867,782	41,578	909,360
Debt advice	-	171,065	171,065	-	152,728	152,728
Benefits advice	-	468,931	468,931	-	432,743	432,743
Pensions guidance and financial capability	-	82,332	82,332	-	95,200	95,200
	796,871	823,672	1,620,543	867,782	722,249	1,590,031

5 Expenditure on charitable activities

	Unrestricted funds	Restricted funds	Total 2021	Unrestricted funds	Restricted funds	Total 2020
	£	£	£	£	£	£
General advice	619,570	103,919	723,489	862,994	53,187	916,181
Debt advice	23,844	192,291	216,135	11,232	157,972	169,204
Benefits advice	-	487,468	487,468	-	438,330	438,330
Pensions guidance and financial capability	-	82,332	82,332	-	93,114	93,114
	643,414	866,010	1,509,424	874,226	742,603	1,616,829

	Activity undertaken directly	Activity support costs	Total 2021	Activity undertaken directly	Activity support costs	Total 2020
	£	£	£	£	£	£
General advice	572,140	151,349	723,489	700,682	215,499	916,181
Debt advice	183,237	32,898	216,135	128,345	40,859	169,204
Benefits advice	409,016	78,452	487,468	338,169	100,161	438,330
Pensions guidance and financial capability	67,784	14,548	82,332	74,251	18,863	93,114
	1,232,177	277,247	1,509,424	1,241,447	375,382	1,616,829

Notes to the Financial Statements for the Year Ended 31 March 2021

6 Other expenditure

	Unrestricted funds		
	General	Total 2021	Total 2020
	£	£	£
Staff costs			
Other staff costs	4,106	4,106	3,924
Audit fees			
Audit of the financial statements	6,780	6,780	6,600
Other fees paid to auditors	194	194	4,810
Depreciation, amortisation and other similar costs	606	606	743
	11,686	11,686	16,077

7 Analysis of support costs

Support costs allocated to charitable activates

	Basis of allocation	Governance costs	Staff costs	Office costs	Premises costs	Total 2021	Total 2020
		£	£	£	£	£	£
General advice	Staff costs	7,229	3,112	86,695	54,313	151,349	215,499
Debt service	Staff costs	1,571	676	18.845	11,806	32,898	40,859
Benefits service	Staff costs	3,747	1,613	44,939	28,153	78,452	100,161
Pensions guidance and financial capability	Staff costs	695	299	8,333	5,221	14,548	18,863
		13,242	5,700	158,812	99,493	277,247	375,382

8 Net incoming/ outgoing resources

Net incoming resources for the year include:

	2021	2020
	£	£
Audit fees	6,780	6,600
Other non-audit services	194	4,810
Depreciation of fixed assets	606	743

9 Trustees remuneration and expenses

During the year the charity made the following transactions with trustees:

N.L. B. Waghela
£Nil (2020- £33) of travel expenses were reimbursed to N. L. B. Waghela during the year.

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

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

10 Staff costs

The aggregate payroll costs were as follows:

	2021	2020
	£	£
Staff costs during the year were:		
Other staff costs	-	-
Wages and salaries	1,121,013	1,113,503
Social security costs	78,280	86,299
Pension costs	55,016	56,840
	1,254,309	1,256,642

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

	2021	2020
	No	No
Charitable purposes	54	54
Management and administration	4	5
	58	59

58 (2020 – 59) of the above employees participated in the defined contribution pension schemes.

Contributions to the employee pension schemes for the year totalled £55,016 (2020 - £56,840).

The number of employees whose emoluments fell within the following bands was:

	2021 No	2020 No
£60,001 - £70,000	1	1

The total employee benefits of the key management personnel of the charity were £214,286 (2020 - £224,482).

The chief executive officer, as the highest paid member of staff, received benefits totalling £65,372 (2020 - £63,622)

11 Taxation

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

12 Tangible fixed assets

	Furniture and equipment £	Totals £
Cost		
At 1 April 2020	81,795	81,795
A 31 March 2021	81,795	81,795
Depreciation		
At 1 April 2020	81,189	81,189
Charge for the year	606	606
At 31 March 2021	81,795	81,795
Net book value		
At 31 March 2021	-	-
At 31 March 2020	606	606

13 Debtors

	2021 £	2020 £
Trade debtors	10,761	11,049
Prepayments	28,771	26,499
Accrued income	16,126	75,334
	55,658	112,882

14 Creditors: amounts falling due within one year

	2021	2020
	£	£
Trade Creditors	17,097	25,142
Other Creditors	24,558	42,514
Accruals	81,402	56,320
Deferred income	84,430	32,950
	207,487	156,926

15 Obligations under leases and hire purchase contracts

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2021	2020
	£	£
Land and Buildings		
Within one year	9,370	13,953
Between one and five years	9,370	18,740
	18,740	32,693

Notes to the Financial Statements for the Year Ended 31 March 2021

16 Funds

	Balance at 1 April 2020	Incoming resources	Resources expended	Transfers	Balance at 31 March 2021
	£	£	£	£	£
Unrestricted funds					
General					
General funds	369,156	482,058	(308,221)	(43,096)	499,897
Leicester City Council	21,354	318,847	(346,879)		(6,678)
Total net assets	390,510	800,905	(655,100)	(43,096)	493,219
Restricted funds					
Universal Credit	4,710	-	-	-	4,710
EBDX	6,272	-	-	-	6,272
MESO	-	25,818	(25,459)	-	359
Seven Locks	467	-	-	-	467
Macmillan	-	170,193	(189,487)	19,294	-
Pension Wise	-	82,332	(82,332)	-	-
Money Advice Service	-	170,804	(192,029)	21,226	-
Martin Lewis	114	-	-	-	114
BESN	523	-	-	-	523
Coronavirus Community Support Fund	-	66,063	(66,063)	-	-
Help to claim	-	208,290	(208,290)	-	-
Help to Claim Best Practice	-	39,300	(39,300)	-	-
Moneywise Plus	1,008	262	(262)	-	1,008
CSF	-	4,989	(4,591)	-	398
Market Harborough	6,000	-	-	-	6,000
Fairpay	-	20,341	(20,341)	-	-
Leicestershire Communities Fund	-	13,409	(13,409)	-	-
New Normal Fund	-	9,720	(9,720)	-	-
Severn Trent Recovery	-	10.000	(10,015)	15	-
Soft Phones	-	2,151	(2,151)	-	-
GREAT project	-	-	(2,561)	2,561	-
Total restricted funds	19,094	823,672	(866,010)	43,096	19,851
Total funds	409,604	1,624,577	(1,521,110)	-	513,070

16 Funds continued

	Balance at 1 April 2019	Incoming resources	Resources expended	Transfers	Balance at 31 March 2020
	£	£	£	£	£
Unrestricted funds					
General					
General funds	430,328	501,750	(529,474)	(33,448)	369,156
Leicester City Council	12867	369,316	(360,829)	-	21,354
Total net assets	443,195	871,066	(890,303)	(33,448)	390,510
Restricted funds					
Universal Credit	-	-	-	4,710	4,710
EBDX	-	9,300	(4,210)	1,182	6,272
MESO	-	25,342	(26,859)	1,517	-
Seven Locks	-	-	-	467	467
Macmillan	-	154,131	(154,131)	-	-
East Midland Housing	-	25,766	(29,836)	4,070	-
Pension Wise	-	95,200	(93,114)	(2,086)	-
Money Advice Service	-	145,820	(157,865)	12,045	-
Martin Lewis	-	-	-	114	114
BESN	-	-	-	523	523
EDIC	-	19,788	(36,487)	16,699	-
Help to claim	-	191,426	(191,426)	-	-
Help to Claim Best Practice	-	36,078	(36,078)	-	-
Moneywise Plus	-	6,908	(107)	(5,793)	1,008
PBS	-	12,490	(12,490)	-	-
Market Harborough	-	6,000	-	-	6,000
Total restricted funds	-	728,249	(742,603)	33,448	19,094
Total funds	443,195	1,599,315	(1,632,906)	-	409,604

Transfers from the general to restricted funds are done so to meet overspends on restricted projects or to correct previous period transfers made in error.

The specific purposes for which the funds are to be applied are as follows:

Leicester City Council – to provide general and specialist advice to the residents of Leicester City.

EBDX – funding to assist service users to reduce their energy costs.

MESO – funding to provide specialist advice to sufferers of mesothelioma.

Macmillan – part of countywide funding received from Macmillan Cancer to offer advice to those living with cancer, their careers and family.

East Midlands Housing – to provide specialist debt advice and casework to tenants of East Midlands Housing across Leicestershire.

Pension Wise – the Bureau was appointed as a delivery centre for the Government's Pension Wise Guidance Service. The Bureau delivered the service across the County from 2016 as part of a consortium of Local Citizen Advice.

Money Advice Service – EMMA is the lead contractor in the East Midlands for the Government's Money Advice Service (MAS) and provides funding for three full time equivalent specialist Money Advice caseworker roles.

Europe Direct Information Centre (EDIC) – to provide information about the European Union and its citizens for people who live in East Midlands (South), covering Leicestershire, Rutland and Northamptonshire. The project is funded by the European Commission.

Coronavirus Community Support – Leaflet campaign to income awareness of our advice and support in deprived postcodes.

Help to Claim Service – Part of a national service supporting people to make a Universal Credit claim and supporting them through that process until they receive their first full payment.

Help to Claim Best Practice – A project, which covers the East Midlands, is part of a national network of Best Practice Leads with a remit to gather information about how Universal Credit and the Help to Claim service is performing, develop relationships with relevant local stakeholder and share ideas and best practice.

Moneywise Plus – provides free and instant digital, financial and employability support to people across Leicester and Leicestershire who are not in work or economically inactive and can evidence their right to live and work in the UK.

CSF – Funding for recruitment, training and support to enable volunteers to deliver advice remotely.

PBS – A project funded by the DWP to help people understand and develop their budgeting skills.

Safe Space – Uses cognitive-behavioural techniques to build young people's understanding of complex issues and develop skills to challenge extremist views through workshops on topics such as identity, stereotypes, listening, conflict resolution, dealing with emotions and making positive interventions. The training supported 143 young people at 10 schools across Leicester and Leicestershire.

Market Harborough- The Charity was in receipt of a legacy that must be utilised for charitable objects within the Market Harborough district of operation.

Fairpay – 6 month pilot community engagement working with Leicester's garment sector.

Leicestershire Communities Fund – Emergency funding in response to Covid-19 for additional laptops to enable advice services to be delivered remotely.

New Normal Fund – Funding for additional laptops to enable continued remote working.

Servern Trent Recovery – 12 month pilot of Attend Anywhere video appointment software.

Notes to the Financial Statements for the Year Ended 31 March 2021

17 Analysis of net assets between funds

	Unrestricted funds	Total Funds
	£	£
Tangible fixed assets	-	-
Current assets	720,557	720,557
Current liabilities	(207,487)	(207,487)
Total net assets	513,070	513,070

18 Analysis of net funds

	At 1 April 2020	Cash flow	At 31 March 2021
	£	£	£
Cash at bank and in hand	453,042	211,857	664,899
Net funds	453,042	211,857	664,899

19 Related party transactions

During the year the charity made the following related party transactions:

Citizens Advice (UK)
CITAL is a member of Citizens Advice, the national Charity (Charity Number: 279057) which sets out a framework for standards of advice and case management and supports bureaux with an information system, training and other services. A representative of Citizens Advice attends bureau meetings in an advisory, control and regulatory capacity.

Costs for accountancy support, administrative and other services were £11,080 (2020 - £15,334).

At the balance sheet date the amount due from Citizens Advice (UK) was £Nil (2020 –£113).