

The North Tyneside Citizens Advice Bureau
(a company limited by guarantee)

ANNUAL REPORT AND AUDITED FINANCIAL STATEMENTS

For the Year Ended 31 March 2025

THE NORTH TYNESIDE CITIZENS ADVICE BUREAU

CONTENTS

	Page
Trustees' Annual Report	1-7
Statement of Trustees' Responsibilities	8
Independent Auditors' Report	9-11
Statement of Financial Activities	12
Balance Sheet	13
Cash Flow Statement	14
Notes to the Financial Statements	15-26

THE NORTH TYNESIDE CITIZENS ADVICE BUREAU

TRUSTEES' ANNUAL REPORT

For The Year Ended 31 March 2025

The Trustees (who are also directors of the charity for the purposes of the Companies Act) present their report and audited financial statements for the year ended 31 March 2025.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice (SORP), 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).

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity number:	1154666																										
Company number:	07949964																										
Authorised & regulated by the Financial Conduct Authority FRN:	617687																										
Registered office:	Camden House Camden Street North Shields Tyne and Wear NE30 1ND																										
Trustee Directors:	<table><tr><td>Mr Martin Rankin (Chair)</td><td>Appointed 04/11/24, resigned 29/04/25</td></tr><tr><td>Mr Tony Best (Vice Chair)</td><td>Interim Chair from 30/04/25</td></tr><tr><td>Mr Robert Hurren (Hon. Treasurer)</td><td></td></tr><tr><td>Dr Margaret Stewart</td><td></td></tr><tr><td>Mr David Peel</td><td>resigned 28/11/24</td></tr><tr><td>Mr Peter Elliott OBE</td><td>resigned 03/05/25</td></tr><tr><td>Mrs Elaine Nylander</td><td></td></tr><tr><td>Miss Jessica Callaghan</td><td>resigned 10/07/25</td></tr><tr><td>Mr Matthew Robson</td><td></td></tr><tr><td>Mr Garry Winship</td><td>resigned 10/07/25</td></tr><tr><td>Mr Daniel Fatuyi</td><td></td></tr><tr><td>Ms Stacey Standen</td><td>appointed 01/07/24</td></tr><tr><td>Mr David Drummond</td><td>appointed 23/07/24</td></tr></table>	Mr Martin Rankin (Chair)	Appointed 04/11/24, resigned 29/04/25	Mr Tony Best (Vice Chair)	Interim Chair from 30/04/25	Mr Robert Hurren (Hon. Treasurer)		Dr Margaret Stewart		Mr David Peel	resigned 28/11/24	Mr Peter Elliott OBE	resigned 03/05/25	Mrs Elaine Nylander		Miss Jessica Callaghan	resigned 10/07/25	Mr Matthew Robson		Mr Garry Winship	resigned 10/07/25	Mr Daniel Fatuyi		Ms Stacey Standen	appointed 01/07/24	Mr David Drummond	appointed 23/07/24
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Senior Management Team:	<table><tr><td>Mr Mark Almond</td><td>Chief Executive, retired 30/06/25</td></tr><tr><td>Mr Stuart Gibb</td><td>Chief Executive, from 01/07/25</td></tr><tr><td>Mrs Jacqui Ramsay</td><td>Head of Operations</td></tr><tr><td>Mrs Tracy McIlwraith</td><td>Finance & Administration</td></tr></table>	Mr Mark Almond	Chief Executive, retired 30/06/25	Mr Stuart Gibb	Chief Executive, from 01/07/25	Mrs Jacqui Ramsay	Head of Operations	Mrs Tracy McIlwraith	Finance & Administration																		
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Mrs Tracy McIlwraith	Finance & Administration																										
Auditors	BK Plus Audit Limited Chartered Certified Accountants and Registered Auditors Azzurri House Walsall Business Park Aldridge Walsall, WS9 0RB																										
Bankers:	Barclays Bank Leicester, LE87 2BB																										
Solicitors:	Muckles LLP 32 Gallowgate Newcastle upon Tyne, NE1 4BF																										

THE NORTH TYNESIDE CITIZENS ADVICE BUREAU

TRUSTEES' ANNUAL REPORT

For The Year Ended 31 March 2025

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity was formed as a company limited by guarantee on 1st January 2014 (Company Number: 07949964). The full name of the charity is The North Tyneside Citizens Advice Bureau and was registered with the Charity Commission on 1st January 2014 (charity Number: 1154666). It is governed by its Memorandum and Articles of Association.

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 fifteen Trustees. The Trustees meet 6 times per year including a strategic planning day with additional quarterly meetings for the sub-committees listed below.

Trustees are elected to the Board for a three-year period and are appointed by a resolution of its members at a full Trustees' meeting and announced 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.

Citizens Advice appoints a representative from the Local Authority who attends the Board as a non-voting member.

The Trustee Board is supported by an Executive Sub-Committee and an Investment Committee.

The Trustees who have served during the year can be seen on page 1. 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.

The organisation is co-ordinated from its office in North Shields.

Trustee induction and training

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.

Organisation Structure

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

The Chief Executive of the organisation has been appointed by the Trustees to manage the day-to-day operations of the charity. In addition, there is an experienced team of paid staff and volunteers who are key to the service offered by the charity. Decisions are made by the trustee board in line with the Business Development Plan and are reviewed at least annually.

The Senior Management Team (SMT) meet to review progress against targets and the Charity's financial position and to discuss issues referred to them by the trustee board. Reports and recommendations are then taken to the full board for approval, and their implementation is organised by the Chief Executive and the staff team. There are regular staff, volunteer meetings and SMT meetings which ensure that progress is being made against targets. There is an Annual General Meeting, which involves the staff team, trustee board, members, and other stakeholders.

THE NORTH TYNESIDE CITIZENS ADVICE BUREAU

TRUSTEES' ANNUAL REPORT

For The Year Ended 31 March 2025

STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

Pay and Remuneration of Key Management Personnel

The Trustees consider that the board of Trustees and the Senior Management Team (SMT) comprise the key management personnel of the charity. The charity's SMT are all paid in accordance with a published scale of grades used in the voluntary sector. Any increases to these published grades are approved by the Trustee Board. The Chief Executive's salary is reviewed and approved by the Trustee Board separately but in line with the policy set out above.

Key risks and Uncertainties

The Trustees having had consideration to and mindful of the risk factors for the charity identify the following:

- A. Securing, diversifying and maintaining our funding remains a serious challenge to maintain and to expand our service. We understand that the next few years are critical for us in terms of our sustainability and ultimately our long-term survival; the Trustees are taking this risk very seriously and are responding accordingly.
- B. The funding climate is not getting any easier, nor do we expect it to improve any time soon. Coupled with this, demand for our service is increasing, meaning that we risk being unable to carry on meeting our clients' needs, which places us at additional risk of reputational damage.
- C. In order that we can continue to deliver it is essential that we maintain our high performance and continue to deliver to our funder's targets. Not meeting Key Performance Indicators is a fundamental risk to the organisation due to large national contracts that our payment by results. As a growing organisation we must ensure we have adequate skilled staffing to meet our contractual requirements.

Trustees plans and strategies for managing these risks.

- A. A fundraising strategy has been developed for the next financial year that broadens our approach to income generation; we continue to build our unrestricted income to allow us to create a cushion should we face further reductions in our funding levels.
 - B. We will seek to work with partners regionally to develop funding opportunities with a particular focus on debt advice.
 - C. Ensuring that we have a workforce plan that allows for effective recruitment training and development of our staff body. Ensuring that we maintain engagement with local Universities (Northumbria and Newcastle) to maximise student opportunities for volunteering and paid roles. Ongoing Social media campaigns promoting the benefits of volunteering to the public.
-

Factors that are likely to affect the financial performance or position in 2025/26 and further years:

- The service currently holds 2 large National contracts that are funded by the same organisation. These contracts rely on the performance of multiple Local Citizens Advice (LCA's) in order to meet contractual requirements. These contracts are payment by results and could therefore impact the financial forecast.
- Core funding is currently received from the Local Authority in the form of a contract. Contracts generally provide a longer-term offer than grants (generally 3-5 years), and contracts will go out to open tender and there is therefore a risk.
 - Delivery of the Pensionwise contract will end 31st March 2026. Help to Claim FTE will be reduced January 2026. CEDA will commence roll out Summer/Autumn 2025.
- The political environment remains uncertain; the impact of key national developments is still very much an 'unknown quantity' but has the potential to impact on our position.
- A possible increased competition in an ever-changing voluntary sector marketplace - we know that the voluntary sector is becoming a much more competitive sector, particularly as funding becomes ever harder to access, as a result we are seeing organisations diversifying their service offer and moving further towards our 'core market'.

THE NORTH TYNESIDE CITIZENS ADVICE BUREAU

TRUSTEES' ANNUAL REPORT

For The Year Ended 31 March 2025

OBJECTIVES AND ACTIVITIES

Objects

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 North Tyneside and wider for England and Wales ("the area of benefit") by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

The charity's objects are defined as above. Our aims are:

- To provide the advice people need for the problems they face, and
- To improve 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 whole community of North Tyneside, the local office focus activities on the town centres of North Shields, Wallsend and surrounds. We have a National area of benefit for National Projects.

The charity has developed its own Mission Statement to reflect more accurately its purpose and role:

North Tyneside Citizens Advice will use all the resources available to it, its experience, knowledge and influence, to ensure that every citizen who seeks advice or assistance, receives, free, confidential, impartial, appropriate and effective help for the benefit of the individual and the wider community.

Ensuring our work delivers our aims

We review our aims, objectives and activities each year. The annual review takes place at our Strategic Planning Day and seeks to examine our achievements and outcome together with the success of individual key projects and the benefits that have been realised. In carrying out the review we are ensuring that that our aims, objectives and activities are in line with our stated purpose.

Our main objectives for the year have been developing our service so that it really meets the needs of the clients we are trying to support. Key activities have included:

- Making sure our service delivery is cost effective and yet person centred.
- Continually reviewing, and improving where necessary, the quality of the advice we deliver to all our clients.
- Diversifying our approach to funding to minimise the risks associated with holding reduced funding streams.
- Continued partnership working with other organisations to help develop initiatives to improve access to quality advice, information and support services.

HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT

Our main activities and who we try to help are described below. 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.

THE NORTH TYNESIDE CITIZENS ADVICE BUREAU

TRUSTEES' ANNUAL REPORT

For The Year Ended 31 March 2025

ACHIEVEMENTS AND PERFORMANCE

Advice and Information Services

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 the pension regulations.

Throughout the year we continued to offer Advice and Information in the following ways:

- Advice services are primarily delivered by telephone, email and webchat with an increase in client numbers. Community Engagement officers provide face to face service access in North Shields/Wallsend Customer Services as well as other outreaches across the borough.
- Advice Line - Delivered to those who live and work in North Tyneside. The line is covered on a rota basis between the hours of 9.00am and 5.00pm from Monday to Friday. Outside of these times there is an automated advice service 24 hours a day.
- Full advice –General and specialist telephone advice through our team of trained advisers and paid staff, including the Universal Credit Help to Claim telephone line. A dedicated mobile app also allows clients to request a call back. Face to face appointments are available for those who need them.
- Information and Self Help.
- Webchat and Email – provided through a national queue available between the hours of 9.00am and 5.00pm from Monday to Friday, extending to both general advice and the Universal Credit Help to Claim service.

In addition to general advice, the following specialist services are provided:

- Specialist debt advice funded by the Money Advice & Pensions Service. (Local and National)
- The provision of specialist guidance on Pension Regulations through the Pension Wise service.
- Universal Credit Help to Claim, funded by DWP, supporting the claims process and money management for Universal Credit claimants.
- Delivery of a National Debt Relief Order Unit.

Contribution of Volunteers and Paid Staff

The charity's success could not have been achieved without the hard work and dedication of volunteers and staff. The Trustee Board and SMT recognise the tremendous contribution made by the charity's volunteers in advising the public and administering the service without which the service could not operate. Throughout 2024/25 the service employed average of 65 paid workers (23/24: 64 paid workers), and 30 volunteers (2023/24: 31 volunteers) together delivering some 9 projects (2023/24 11 projects), including the core service.

Volunteers represent the indispensable core of the service for without them there would not be a Citizens Advice service. The volunteers contribute, on average, 180 hours per week (2023/24: 248). This may be expressed as an annualised value of £114,472 (2023/24: £149,905). However, their value is inadequately expressed in monetary terms. Indeed, volunteers bring many skills to the service and very often the experience gained helps individuals return to full employment. During 2024/25, 2 volunteers left to take up external work (2023/24: 2 volunteers).

North Tyneside Citizens Advice are working hard to review our approach to attracting and keeping volunteers. It is our intention to consistently monitor our approach to recruitment and training, to provide an accessible and welcoming place to volunteer.

THE NORTH TYNESIDE CITIZENS ADVICE BUREAU

TRUSTEES' ANNUAL REPORT

For The Year Ended 31 March 2025

ACHIEVEMENTS AND PERFORMANCE (continued)

Who used and benefited from our services?

During the reporting year 44,040 clients (2023/24: 38,396) benefited from the services of North Tyneside Citizens Advice, generating 1,113 contacts (2023/24: 190,788). We support people on any issue that they may face; however, our most common enquiry areas are debt, which makes up 54% and welfare benefits and universal credit, which make up a total of 32% of the issues we have supported on.

In total the service negotiated on £70,551,548 worth of debt (2023/24: £17,264,768), rescheduling or reducing the debts to make people's lives more sustainable. The service generated a total of £25,645,313 (2023/24: £20,814,532) in additional income for its clients.

Clients continue to present with multiple problems and on average clients are presenting with 4 issues each.

Factors Affecting the Achievement of Objectives

Maintaining sufficient funding to continue delivering the service remains a continual challenge. we are making sure that we invest in fundraising and continue to diversify our approach to ensure we are delivering the most cost-effective service we possibly can. This isn't about simply cutting costs; it is about delivering a service that genuinely meets clients' needs to make us as cost effective as possible.

The complexity of the issues that clients are facing, and the additional challenges that clients are experiencing, places additional demands on the service. The support networks that were previously in place for people are changing and we are asked to offer support that falls outside the remit of direct advice. Where people are vulnerable, it is essential that we offer support in a person-centred way and whilst necessary this can be resource intensive.

FINANCIAL REVIEW

The availability of funding in the charity sector remains difficult in a period of austerity. The charity is focused 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.

The charity is working hard to deliver a cost-effective service that genuinely meets the needs of our clients. It remains a challenging prospect to meet the ever-increasing demand with reduced availability of funding resources.

In the reporting period, the charity had a surplus of £267,869.(2023/24: £285,814) from a total income of £2,942,577 (2023/24: £2,317,226), expenditure of £2,671,036 (2023/24: £2,083,151) and investment losses of £3,672 (2023/24: gains of £51,739). At the year end the charity's total funds stand at £1,568,412 (2023/24: £1,300,543), no amounts were subject to restriction. Free reserves amounted to £661,843 (2023/24: £699,198)

Principal Funding Sources

The total income for the year - £2,942,577 represents a net increase of £625,351 compared to 2023/24. The Trustees extend their sincere gratitude to North Tyneside Council who continue to support the key (core) operating capacity of the charity.

Project specific funding was gratefully received from North Tyneside Council to provide outreach support and poverty intervention; the Money Advice & Pensions Service in support of money advice, the DWP towards the Help to Claim Service; the provision of financial education from the Money Advice and Pensions Service in respect of the Pension Wise Service; The North of the Tyne Combined Authority to provide welfare rights advice in schools; and The National Lottery Community Fund for Community Engagement activities .

THE NORTH TYNESIDE CITIZENS ADVICE BUREAU

TRUSTEES' ANNUAL REPORT

For The Year Ended 31 March 2025

FINANCIAL REVIEW (continued)

Investment Policy

In furtherance of its objects, 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 professional advice and having regard to the suitability of investments and the need for diversification).

The Trustee Board has created an Investment Fund under the guidance of Brewin Dolphin to manage the majority of its reserves.

Reserves Policy

North Tyneside Citizens Advice is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. The Trustees consider that it would be prudent to set aside an amount equivalent to three months' operating expenditure. The value of this will be calculated using an average of 6 months' running costs based on the current annual budget. This is reviewed on a quarterly basis. The reserves policy figure at the end of 2024/25 equates to £1,631,845. At the end of 2024/25 the actual level of reserves (i.e., unrestricted funds less designated and fixed assets) totalled £661,843 (2023/24: £699,198).

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.

FUTURE PLANS

Developing a sustainable service that meets the needs of our clients remains a priority of the trustee board for 2025/26. The charity will build on the work completed in the previous financial year to develop diversified funding streams to increase our sustainability and enable us to build a diverse service that is responsive to client needs.

The charity will continue to work to ensure that it delivers a cost-effective service, meaning that we are not only offering value for money to our existing funders but that we have a viable offer, whilst never compromising on the high-quality service that our clients expect and deserve.

During the year 2025/26 we will ensure that we have a clear understanding of each element of the service and ensure that we are achieving as much as we can possibly achieve and delivering an excellent service to our clients.

AUDITORS

In accordance with section 485 of the Companies Act 2006, a resolution for the re-appointment of BK Plus Audit Limited 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 17 December 2025 and signed on its behalf by

Tony Best (Vice Chair)
Interim Chair of Trustees

THE NORTH TYNESIDE CITIZENS ADVICE BUREAU

STATEMENT OF TRUSTEES' RESPONSIBILITIES

For The Year Ended 31 March 2025

The trustees (who are also the directors of The North Tyneside Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Report of the Trustees 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 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 those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently.
- observe the methods and principles in the Charity SORP.
- make judgements and estimates that are reasonable and prudent.
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to 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 auditors are 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 auditors are aware of that information.

Approved by the Trustees of the charity on 17 December 2025 and signed on its behalf by:

Rob Hurren
Trustee

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF THE NORTH TYNESIDE CITIZENS ADVICE BUREAU

Opinion

We have audited the financial statements of The North Tyneside Citizens Advice Bureau (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement 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 applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' 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.

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 Report of the Independent Auditors 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 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.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF THE NORTH TYNESIDE CITIZENS ADVICE BUREAU

Opinions 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 Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees 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 Report of the Trustees.

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; or
- the trustees were not entitled to take advantage of the small companies' exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, 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.

Our 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 a Report of the Independent Auditors 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. In this regard, our procedures include the following:

- enquiry of management around actual and potential litigation and claims.
- reviewing minutes of meetings of those charged with governance.
- reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness, and evaluating the business rationale of significant transactions outside the normal course of business.
- challenging assumptions and judgements made by management in their significant accounting estimates.

Because of the field in which the charity operates, we have identified the following areas as those most likely to have a material impact on the financial statements: Health and Safety; Employment Law; and compliance with the Companies and Charities Acts.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF THE NORTH TYNESIDE CITIZENS ADVICE BUREAU

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 Report of the Independent Auditors.

Use of our report

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

Colin Chater FCA (Senior Statutory Auditor)
for and on behalf of BK Plus Audit Limited
Chartered Certified Accountants and Registered Auditors
Azzurri House
Walsall Business Park
Aldridge
Walsall
WS9 0RB

17 December 2025

THE NORTH TYNESIDE CITIZENS ADVICE BUREAU
STATEMENT OF FINANCIAL ACTIVITIES
Including an income and expenditure account
For the year ended 31 March 2025

	Note	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Unrestricted Funds £	Restricted Funds £	Total 2024 £
Income from:							
Donations and legacies	2	3,217	-	3,217	933	-	933
Charitable activities	3	1,836,924	1,085,281	2,922,205	1,313,092	990,088	2,303,180
Investments	4	17,155	-	17,155	12,781	-	12,781
Other		-	-	-	332	-	-
Total income		1,857,296	1,085,281	2,942,577	1,327,138	990,088	2,317,226
Expenditure on:							
Raising funds	5	5,213	-	5,213	3,725	-	3,725
Charitable activities	6	1,620,859	1,044,964	2,665,823	1,111,418	968,008	2,079,426
Total expenditure		1,626,072	1,044,964	2,671,036	1,115,143	968,008	2,083,151
Net (losses)/gains on investments		(3,672)	-	(3,672)	51,739	-	51,739
Net income before transfers		227,552	40,317	267,869	263,734	22,080	285,814
Transfers between funds		40,317	(40,317)	-	51,576	(51,576)	-
Net movement in funds		267,869	-	267,869	315,310	(29,496)	285,814
Reconciliation of funds:							
Total funds b/f 1 April 2024	17	1,300,543	-	1,300,543	985,233	29,496	1,014,729
Total funds c/f 31 March 2025		1,568,412	-	1,568,412	1,300,543	-	1,300,543

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

The notes on pages 15 to 26 form part of these financial statements.

THE NORTH TYNESIDE CITIZENS ADVICE BUREAU

BALANCE SHEET

As at 31 March 2025

	Notes	2025 £	£	2024 £	£
Fixed assets					
Tangible assets	12		-		-
Investments	13		894,470		589,246
			<u>894,470</u>		<u>589,246</u>
Current assets					
Debtors	14	356,745		432,025	
Cash at bank and in hand	20	555,155		530,740	
		<u>911,900</u>		<u>962,765</u>	
Liabilities					
Creditors: amounts falling due within one year	15	177,958		191,468	
		<u>177,958</u>		<u>191,468</u>	
Net current assets			<u>733,942</u>		<u>771,297</u>
Total assets less current liabilities			<u>1,628,412</u>		<u>1,360,543</u>
Provisions for liabilities	16		(60,000)		(60,000)
Net assets			<u>1,568,412</u>		<u>1,300,543</u>
Funds of the charity	17				
Unrestricted and designated funds			<u>1,568,412</u>		<u>1,300,543</u>
Total charity funds			<u>1,568,412</u>		<u>1,300,543</u>

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

The financial statements on pages 12 to 25 were approved by the Trustees and authorised for issue on 17 December 2025, and signed on their behalf by:

Tony Best (Vice Chair)
Interim Chair

Rob Hurren
Treasurer

Company Number: 07949964

The notes on pages 15 to 26 form part of these financial statements.

THE NORTH TYNESIDE CITIZENS ADVICE BUREAU
CASH FLOW STATEMENT
For the year ended 31 March 2025

	Notes	2025 £	2024 £
Cash flows from operating activities:			
Cash generated from operations	19	316,156	394
Cash flows from investing activities:			
Purchase of fixed asset investments	13	(407,375)	(89,100)
Sale of fixed asset investments	13	98,479	58,965
Interest and dividends received	4	17,155	12,781
Net cash used in by investing activities		(291,741)	(17,354)
Increase/(Decrease) in cash and cash equivalents in the reporting period		24,215	(16,960)
Cash and cash equivalents at the beginning of the reporting period		530,740	547,700
Cash and cash equivalents at the end of the reporting period	20	555,155	530,740

The notes on pages 15 to 26 form part of these financial statements.

THE NORTH TYNESIDE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2025

1 Accounting Policies

1.1 Basis of preparation

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements of the have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The presentation currency of the financial statements is the Pound Sterling (£).

At the date of approval of these financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue for the foreseeable future and as such the financial statements are prepared on the going concern basis.

1.2 Financial Instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at the present value of future cash flows (amortised cost). Financial assets held at amortised cost comprise cash at bank and in hand and debtors excluding prepayments.

Financial liabilities held at amortised cost comprise creditors excluding deferred income and taxation payable. Financial liabilities that are provisions are held at fair value. No discounting has been applied on the basis that the periods over which amounts will be settled are such that any discounting would be immaterial.

1.3 Fund accounting

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

Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

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

1.4 Income

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.

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.

1.5 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the company; this is normally upon notification of the interest paid or payable by the Bank.

THE NORTH TYNESIDE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2025

1 Accounting Policies (continued)

1.6 Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered and is reported as part of the expenditure to which it relates.

Expenditure on raising funds comprises the costs associated with attracting voluntary income.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. The primary functional activity of the charity is the giving of free and confidential advice to the public. It includes both costs that can be allocated directly to this activity and those costs of an indirect nature necessary to support them.

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

1.7 Operating leases and hire purchase agreements

The charity classifies the lease of property and printing and telecommunications equipment as operating leases; the title to the property and equipment remains with the lessor. Rental charges are charged on a straight-line basis over the term of the lease.

1.8 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.

1.9 Tangible fixed assets and depreciation

Fixed assets are initially recorded at cost and subsequently measured at cost less accumulated depreciation and impairment. Assets costing less than £1,000 are not capitalised.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Computer equipment	25% on the straight-line method
Furniture and equipment	25% on the straight-line method

1.10 Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.11 Cash at bank and in hand

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

1.12 Creditors and provisions

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

1.13 Pensions and retirement benefits

The charity operates a defined contribution scheme. The amount charged to the statement of financial activities in respect of pension costs and other post-retirement benefits is the contributions payable in the year. Differences between contributions payable in the year and contributions paid are shown as either accruals or prepayments in the balance sheet.

THE NORTH TYNESIDE CITIZENS ADVICE BUREAU
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2025

2 Donations and legacies

	Unrestricted £	Restricted £	Total 2025 £	Unrestricted £	Restricted £	Total 2024 £
Donations and gifts	3,217	-	3,217	933	-	933

3 Income from charitable activities

Grant and contract income Receivable for charitable activities	Unrestricted £	Restricted £	Total 2025 £	Unrestricted £	Restricted £	Total 2024 £
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General Advice:

North Tyneside Council (NTC)	300,000	-	300,000	300,000	-	300,000
NTC: Outreach	-	24,000	24,000	-	24,000	24,000
NTC: Poverty Intervention Fund	-	-	-	-	33,313	33,313
CA: Guardian	-	72,625	72,625	-	31,125	31,125
NLCF: Advice Easy Access	-	-	-	-	60,000	60,000
North of Tyne Combined Authority: Welfare Rights in Schools	114,667	-	114,667	78,167	-	78,167
	----- 414,667	----- 96,625	----- 511,292	----- 378,167	----- 148,438	----- 526,605

Debt Advice:

CA: Money Advice Service	-	296,058	296,058	-	303,167	303,167
Debt Hub	1,422,257	-	1,422,257	934,925	-	934,925
	----- 1,422,257	----- 296,058	----- 1,718,315	----- 934,925	----- 303,167	----- 1,238,092

Benefits Advice:

CA: Help to Claim	-	297,212	297,212	-	138,770	138,770
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**Pensions Guidance &
Financial Capability:**

CA: Pension Wise	-	395,386	395,386	-	399,713	399,713
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**Total income from charitable
activities**

	----- 1,836,924	----- 1,085,281	----- 2,922,205	----- 1,313,092	----- 990,088	----- 2,303,180
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THE NORTH TYNESIDE CITIZENS ADVICE BUREAU
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2025

4 Investment income

	Unrestricted	Restricted	Total 2025	Unrestricted	Restricted	Total 2024
	£	£	£	£	£	£
Income from fixed asset investments	13,719	-	13,719	12,160	-	12,160
Interest received	3,436	-	3,436	621	-	621
	<u>17,155</u>	<u>-</u>	<u>17,155</u>	<u>12,781</u>	<u>-</u>	<u>12,781</u>

5 Raising funds

	Unrestricted	Restricted	Total 2025	Unrestricted	Restricted	Total 2024
	£	£	£	£	£	£
Raising donations and legacies						
Fundraising expenses	-	-	-	203	-	203
Investment management costs						
Portfolio management	5,213	-	5,213	3,522	-	3,522
	<u>5,213</u>	<u>-</u>	<u>5,213</u>	<u>3,725</u>	<u>-</u>	<u>3,725</u>

6 Expenditure on charitable activities by fund

Charitable Activity	Unrestricted	Restricted	Total 2025	Unrestricted	Restricted	Total 2024
	£	£	£	£	£	£
General Advice	277,154	90,067	367,221	242,271	172,565	414,836
Debt Advice	1,343,705	262,299	1,606,004	869,147	256,960	1,126,107
Benefits Advice	-	297,212	297,212	-	138,770	138,770
Pensions Guidance & Financial Capability	-	395,386	395,386	-	399,713	399,713
	<u>1,620,859</u>	<u>1,044,964</u>	<u>2,665,823</u>	<u>1,111,418</u>	<u>968,008</u>	<u>2,079,426</u>

THE NORTH TYNESIDE CITIZENS ADVICE BUREAU
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2025

7a Analysis of expenditure on charitable activities – current year

	Allocation basis* Apportionment basis**	General Advice £	Debt Advice £	Benefits Advice £	Pension Guidance & Financial Capability £	Total 2025 £
Direct costs:						
Salaries	Direct*	118,539	1,605,008	291,104	308,184	2,322,835
Staff & volunteers	Direct*	20,932	756	-	921	22,609
Other costs	Direct*	-	(314)	-	86,270	85,956
		-----	-----	-----	-----	-----
		139,471	1,605,450	291,104	395,375	2,431,400
Support Costs:						
Office costs	Staff & volunteer hours**	139,683	554	6,108	11	146,356
Premises costs	Staff & volunteer hours**	66,242	-	-	-	66,242
Governance costs	Staff & volunteer hours**	9,956	-	-	-	9,956
Other costs	Staff & volunteer hours**	11,869	-	-	-	11,869
		-----	-----	-----	-----	-----
		227,750	554	6,108	11	234,423
Total Expenditure on charitable activities		-----	-----	-----	-----	-----
		367,221	1,606,004	297,212	395,386	2,665,823

7b Analysis of expenditure on charitable activities – prior year

	Allocation basis* Apportionment basis**	General Advice £	Debt Advice £	Benefits Advice £	Pension Guidance & Financial Capability £	Total 2024 £
Direct costs:						
Salaries	Direct*	200,832	1,126,389	138,770	313,678	1,779,669
Staff & volunteers	Direct*	23,618	642	-	3,246	27,506
Other costs	Direct*	11,771	4,585	-	81,076	97,432
		-----	-----	-----	-----	-----
		236,221	1,131,616	138,770	398,000	1,904,607
Support Costs:						
Office costs	Staff & volunteer hours**	99,174	(4,944)	-	-	94,230
Premises costs	Staff & volunteer hours**	73,097	(565)	-	1,713	74,245
Governance costs	Staff & volunteer hours**	6,344	-	-	-	6,344
		-----	-----	-----	-----	-----
		178,615	(5,509)	-	1,713	174,819
Total Expenditure on charitable activities		-----	-----	-----	-----	-----
		414,836	1,126,107	138,770	399,713	2,079,426

THE NORTH TYNESIDE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2025

8 Net incoming resources for the year

	2025 £	2024 £
This is stated after charging:		
Auditors' remuneration, net of VAT	2,925	2,850
Operating leases – land and buildings	40,000	40,000

9 Trustees

During the year no remuneration or benefits for services as a director/trustee have been paid or were payable, directly or indirectly, out of the funds of the charity to any trustee or to any person known to be connected with them.

No trustees' expenses were paid during the current or preceding year.

10 Employees

	2025 Full Time Equivalent	2025 Head Count	2024 Full Time Equivalent	2024 Head Count
The average number of employees analysed by function:				
Advice workers and support staff	64.1	73	47.7	61
Key management personnel	3.0	3	3.0	3
Total	67.1	76	50.7	64

	2025 £	2024 £
Employment costs		
Wages and salaries	2,077,737	1,601,362
Social security costs	193,245	140,031
Other pension costs	51,853	38,276
	2,322,835	1,779,669

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

	2025	2024
£60,001 - £70,000	1	1

The key management personnel of the charity comprise the Chief Executive, Deputy Chief Executive and the Head of Operations. The total employee benefits of the key management personnel of the charity were £194,233 (2023/24: £178,008).

THE NORTH TYNESIDE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2025

11 Pensions

The assets of the scheme are held separately from those of the company in an independently administered fund managed by Royal London. The pension cost charge for the year represents contributions payable by the charitable company to the fund and amounted to £51,853 (2023/24: £38,276).

12 Tangible fixed assets

	Fixtures and Fittings £	Computer Equipment £	Total £
Cost			
At 1 April 2024 and 31 March 2025	21,817	40,365	62,182
Depreciation			
At 1 April 2024 and 31 March 2025	21,817	40,365	62,182
Net book value			
At 31 March 2025	-	-	-
At 31 March 2024	-	-	-

13 Fixed asset investments

	Listed Investments £
Market value	
At 1 April 2024	589,246
Additions	407,375
Disposals	(98,479)
Revaluation	(3,672)
At 31 March 2025	894,470
Net book value	
At 31 March 2025	894,470
At 31 March 2024	589,246

There were no investments outside the UK

14 Debtors

	2025 £	2024 £
Trade debtors	338,061	429,010
Prepayments	18,684	3,015
	356,745	432,025

THE NORTH TYNESIDE CITIZENS ADVICE BUREAU
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2025

15 Creditors: amounts falling due within one year

	2025	2024
	£	£
Trade creditors	2,982	21,619
Social security and other taxes	119,122	99,631
Other creditors	45,054	52,135
Accruals	10,800	10,750
Deferred income	-	7,333
	<u>177,958</u>	<u>191,468</u>

	£
Deferred income at 1 April 2024	7,333
Released to incoming resources	(7,333)
	<u>-</u>
Deferred income at 31 March 2025	<u>-</u>

16 Provision for liabilities

	2025	2024
	£	£
Energy costs	<u>60,000</u>	<u>60,000</u>

A provision is recognised for the cost of gas supplied to the charity's offices at Camden House. The Trustees have been unable to identify to whom the amount is due and as such there is no legal obligation in place, however it is expected that the matter will be resolved in due course and the liability fall due. For this reason, the previously accrued costs have been derecognised and a provision created accordingly. As the timing of the ultimate payment is unclear, the amount is not discounted.

THE NORTH TYNESIDE CITIZENS ADVICE BUREAU
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2025

17a Movement in funds – current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Gains and losses £	Transfers between funds	Balance at 31 March 2025 £
Unrestricted funds						
General funds	1,288,444	1,857,296	(1,626,072)	(3,672)	40,317	1,556,313
Designated funds						
Miscellaneous projects	12,099	-	-	-	-	12,099
Restricted funds						
Pension Wise	-	395,386	(395,386)	-	-	-
NTC: Outreach	-	24,000	(24,000)	-	-	-
Universal Credit Support: Help to Claim	-	297,212	(297,212)	-	-	-
Money and Pensions Service	-	296,058	(262,299)	-	(33,759)	-
Guardian	-	72,625	(66,067)	-	(6,558)	-
	-	1,085,281	(1,044,964)	-	(40,317)	-
Total funds	1,300,543	2,942,577	(2,671,036)	(3,672)	-	1,568,412

Transfers Between Funds

The release of surplus funding on cessation of individual projects is contingent on the appointment and retention of the related advisers, as the condition was satisfied funding has been released.

THE NORTH TYNESIDE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2025

17b Movement in funds – prior year

	Balance at 1 April 2023 £	Income £	Expenditure £	Gains and losses £	Transfers between funds	Balance at 31 March 2024 £
Unrestricted funds						
General funds	973,134	1,327,138	(1,115,143)	51,739	51,576	1,288,444
Designated funds						
Miscellaneous projects	12,099	-	-	-	-	12,099
Restricted funds						
Pension Wise	-	399,713	(399,713)	-	-	-
NTC: Outreach	-	24,000	(24,000)	-	-	-
Universal Credit Support: Help to Claim	-	138,770	(138,770)	-	-	-
Money and Pensions Service	-	303,167	(256,960)	-	(46,207)	-
NLCF: Ending Loneliness	12,095	-	(12,095)	-	-	-
NTC: Poverty Intervention	-	33,313	(27,944)	-	(5,369)	-
NLCF: Advice Easy Access	17,401	60,000	(77,401)	-	-	-
Guardian	-	31,125	(31,125)	-	-	-
	29,496	990,088	(968,008)	-	(51,576)	-
Total funds	1,014,729	2,317,226	(2,083,151)	51,739	-	1,300,543

Fund Descriptions

General Funds

These are the accumulated unrestricted funds of the charity.

Pension Wise

Pension Wise is a free and impartial service set up by Government offering guidance for people as a result of the pension freedoms introduced in 2014. Funding for this service is from national Citizens Advice. During the financial year we worked in partnership with Citizens Advice Allerdale to deliver the Pension Wise service. We continue to cover the same geographical areas as before and are equal partners in the delivery.

Universal Credit Help to Claim

The DWP provide funding for our Universal Credit Help to Claim service.

Money Advice Service - Debt Local

The Government Money Advice and Pensions Service (MAPS) provide funding via National Citizens Advice for our specialist Money Advice caseworkers.

Money Advice and Pension Service – Debt Advice Hub

The Government Money Advice and Pensions Service (MAPS) provide funding via National Citizens Advice for delivery of a national debt telephone and digital advice service.

Money Advice and Pension Service – Debt Relief Order Hub

The Government Money Advice and Pensions Service (MAPS) provide funding via National Citizens Advice for delivery of a national Debt Relief Order service.

Poverty Intervention Fund

Funding from the Local Authority, providing debt, housing and benefit advice to North Tyneside residents - referrals from North Tyneside Housing dept.

Advice Easy Access

Community Engagement in North Tyneside. Ensuring access to service for vulnerable people, working with partners. Funded by the Big Lottery, Community Fund.

THE NORTH TYNESIDE CITIZENS ADVICE BUREAU
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2025

18 Analysis of net assets between funds

	Unrestricted £	Restricted £	Total 2025 £	Unrestricted £	Restricted £	Total 2024 £
Investments	894,470	-	894,470	589,246	-	589,246
Current assets	911,900	-	911,900	916,080	46,685	962,765
Current liabilities	(177,958)	-	(177,958)	(144,783)	(46,685)	(191,468)
Provisions	(60,000)	-	(60,000)	(60,000)	-	(60,000)
Total	1,568,412	-	1,568,412	1,300,543	-	1,300,543

19 Reconciliation of cash flows from operating activities

	2025 £	2024 £
Net income for the reporting period (as per the Statement of Financial Activities)	267,869	285,814
Adjustments for:		
Net losses/(gains) on investments	3,672	(51,739)
Interest received	(3,436)	(621)
Dividends received	(13,719)	(12,160)
Increase in provisions	-	12,000
Decrease/(increase) in debtors	75,280	(302,296)
Increase/(decrease) in creditors	(13,510)	69,396
Net cash provided by operating activities	316,156	394

20 Analysis of cash and cash equivalents

	2025 £	2024 £
Cash at bank and in hand	555,155	530,740
Total cash and cash equivalents	555,155	530,740

THE NORTH TYNESIDE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2025

21 Related parties

There were no related party transactions during the year (2023/24: none).

22 Legal status

The North Tyneside Citizens Advice Bureau is a company limited by guarantee, registered in England and Wales and has no share capital. The company's registered number and registered office address can be found within Reference and Administrative Details.

The liability of members is limited to a sum not exceeding £10, being the amount that each member undertakes to contribute to the assets of the charity in the event of its being wound up while they are a member or within one year after they cease to be a member, for:

- 1) payment of the charity's debts and liabilities incurred before they ceased to be a member.
- 2) payment of the costs, charges and expenses of winding up; and
- 3) adjustments of the rights of the contributories among themselves.