

CROSSLIGHT ADVICE

England & Wales · Charity number 1163306

Details

Other names CROSSLIGHT DEBT ADVICE

Status Registered

Legal form CIO

Registered 2015-08-25

Register [View on the Charity Commission register](#)

Contact

Address Htb Brompton Road
London
SW7 1JA

Phone 02070520318

Email info@crosslightadvice.org

Website www.crosslightadvice.org

Activities

Objects: THE PREVENTION OR RELIEF OF POVERTY FOR THE PUBLIC BENEFIT, IN PARTICULAR BUT NOT EXCLUSIVELY BY PROVIDING MONEY MANAGEMENT AND DEBT COUNSELLING ADVICE TO THOSE IN FINANCIAL HARDSHIP

Activities: Crosslight Advice is an independent, community-focused charity working to alleviate poverty through the provision of comprehensive debt advice and accessible financial education. Our services are provided free of charge, and we offer in-depth face-to-face debt advice, money education, practical assistance and ongoing mentoring to anyone who needs it, regardless of background or circumstance.

Classification

- **How:** Provides Advocacy/advice/information
- **What:** The Prevention Or Relief Of Poverty
- **Who:** The General Public/mankind

Geography

- Throughout England

Finances

Period end	Income	Expenditure	Assets	Employees
2025-12-31	£806,966	£796,840	£493,282	16
2024-12-31	£829,055	£776,817	£483,155	15
2023-12-31	£682,886	£655,217	£430,917	19
2022-12-31	£727,216	£640,395	£403,248	18
2021-12-31	£530,839	£470,832	£316,428	15
2020-12-31	£440,487	£314,335	-	-

Trustees

Name	Role	Appointed
FRANCIS SEYMOUR HARDY ELLISON		2015-07-17
Jean Moorhouse		2022-11-28
Mark Richard Farrar		2019-12-05
NICHOLAS WILLIAM LINES		2017-06-01
Paul Crouch		2021-01-01
Robert Miller		2026-03-31
Seonaid Mackenzie		2017-01-24
Suzanne Day		2023-06-20

CROSSLIGHT ADVICE

England & Wales - Charity number 1163306

Accounts



crosslight
advice

Trustees' report and accounts

12 months to 31st December 2025

CONTENTS

1. Mission & Aims	04
2. Activities, Achievements and Performance	07
3. Structure	10
4. Governance & Management	11
5. Financial Review, Risk Management and Reserves Policy	11
6. Funding & Support	12
7. Independent Examiner's report to the trustees	13
8. Annual Accounts	
a. Statement of Financial Activity	14
b. Balance Sheet	15
c. Notes to the Accounts	16

CHARITY INFORMATION

Charity number

1163306

FCA registration number

715066

Registered office and principal addressHTB Brompton Road, London,
SW7 1JA**Trustees**Francis Ellison (Chair)
Jean Moorhouse
Mark Farrar (Treasurer)
Nick Lines
Paul Crouch
Seonaid Mackenzie
Suzanne Day**Bankers**Cooperative Bank plc, PO Box 101,
Balloon Street, Manchester, M60 4EP**Independent examiner**

Colin Webster, ACA

Welcome

to our 2025 report and accounts

This report gives a full representation of the financial data of Crosslight Advice, and how it has developed over the year. What we also show you is an important picture of the outcomes we have achieved for our clients over 2025.

I am proud to say that we have again beaten records in key areas, as the work of Crosslight continues to strengthen. The organisation has grown, reaching more and more clients and providing deep support to those who need it most.

Yet the backdrop gets more and more challenging. Economic developments often harm the most vulnerable in our society, whilst the richest can thrive. Digitisation benefits only those with access, knowledge and skills – others are almost automatically deprived. Society has a growing awareness of the dangers of mental illness and the link to deprivation, but structures and systems to address this are still inadequate or dysfunctional. All of this provides work for our people, so that clients can get the best service and the best outcomes possible. And yet this work has to be funded, and the funding environment is also more challenging than we have ever seen. This of course makes us even more grateful for those who do continue to fund us and to support our work. The records we have broken have only been achieved by dedicated resources – hardworking staff and volunteers, but also donors. So, from me as Chair, I give thanks to staff and volunteers for their huge efforts and to our benefactors for their generous support.

As I have said before, our vision of Restoring Dignity, Renewing Hope makes more sense than ever. We face the future with a strong base, but we need to do more, and to grow further. I call on all of you who have backed us to help us drive further, to address, challenge and solve problems for our clients. Many thanks

Francis Ellison, Chair of Trustees

What our clients say...

"I felt lost. I lost my job. My debts had reached a position where I did not know exactly who or what I owed. Some had started taken legal action. I am suffering depression, isolation was a major problem. I had not opened letters for quite some time. This was a charity that really wanted to help without making feel worse. Took the pressure of talking to my debtors for me. Made a full budget allowed me to see what truly could afford. I am now finally paying everybody something. I now know monthly what I am paying all debtors. While there are things I still hard. I can now see a future. So I thank Crosslight completely. I can breathe again. I can see a future."

MISSION & AIMS

Crosslight's central mission is to tackle endemic poverty within our local communities and so increase community wellbeing and the life chances of individuals and families. Operating from over 30 locations, our community-based programmes:

- deliver comprehensive money, debt, benefits, and housing arrears advice
- build financial resilience through money skills education, money guidance and one-to-one budget coaching
- and mentor clients with open-ended holistic support to improve their mental wellbeing and social mobility.

Our approach is deeply personal, taking individual needs and capabilities into account, to meet each person at their point of need. Our service model enables us to walk alongside our clients for as long as necessary to achieve lasting change.

Through our dedicated staff and volunteers, we have helped thousands of people in hardship since we were founded in 2009. Our holistic, person-centred approach supports the most vulnerable. Most of our clients are facing long-term physical or mental health problems, or complex social and family issues.

Crosslight's purposes as set out in the objects of its constitution are:

"The prevention or relief of poverty for the public benefit, in particular but not exclusively by providing money management and debt counselling advice to those in financial hardship."

We refer to the Charity Commission's general guidance on public benefit when reviewing the objectives and aims of Crosslight and in planning future activities.

What our clients say...

"When I came to Crosslight for the first time, I was in trouble. I was very stressed because when I moved into the house I live in now, I struggled with the heating. For three years, I had no [gas, and had to use a small electric heater for all my heating]. My electricity bills were too high, and I couldn't fix anything. I had many problems, and I didn't know what to do. I tried so many places, but nobody helped me. But my friend encouraged me to go to Crosslight because she said they help people. When I went there, thank God, everything was solved. Any problem I had became clear. Now I can sleep in my bed peacefully. I'm happy. I finally have heating, and everything is fixed. My problems are solved. Thank you so much, Crosslight. I really appreciate your help. I am so happy and feel so lucky because Crosslight helped me."

Advise

We provide comprehensive debt and benefit advice, focusing on the unique circumstances of each individual. The end-to-end support we provide includes in-depth casework for the most vulnerable. We act as advocates for our clients, working at their pace and adapting to their individual needs and abilities.

Equip

A key part of our mission is to create lasting change so that our clients can face the future with more confidence. We do this through one-to-one budget coaching and our money skills workshops – both face-to-face and online. Our aim is to help clients understand their own finances and teach them simple financial skills, thereby building resilience over the long-term.

Encourage

Our aim is to go beyond crisis advice and support clients throughout their journey. We achieve this by taking a genuinely holistic approach which includes mentoring, befriending, social engagement and encouragement - empowering them to turn their lives around.

As well as providing services directly to clients, we also build community, and support those in need beyond our catchment areas. We do this by offering our Money Course and money education programmes to other organisations and community groups to use for their own service users. Our Money Course leaders' hub gives online training and support, as well as full access to all our resources and videos, so our workshops can be run wherever there is a need. Our free online Budget Builder complements the Money Course and enables anyone to build their own household budget and use it to manage their money more effectively day-to-day.

Our Unique Approach

Personal not prescriptive – much advice is generic, focusing on information rather than individual advice. In contrast, our service is tailored to the individual, meeting them at their point of need and working at their pace. Our service is flexible and adapts to the needs of each individual.

Outcomes not volumes – many agencies focus on meeting volume targets. We are different; although we seek to help as many as possible, we are not driven by numbers. We want all our clients to get the support they need so they can move beyond the current crisis. We are more interested in the progress of each individual, rather than showing off our client volumes.

Time to give not timed-out – many advice providers are time-limited in the support they give. We support some of the most vulnerable in our communities, many of whom struggle with complex circumstances. We stay with our clients for as long as they need.

Big picture not just the big problem – most clients come to us at a point of crisis, with numerous issues where they need support. Our first task is to help them with the urgent problems. But where we can, we go further, looking at the big picture beyond the immediate crisis. We support our clients as they deal with the underlying causes of their difficulties.

What our clients say...

"My 2 children and I had been moved out of area following a domestic abuse incident. We had no money, a few bags of belongings and faced with rehoming our pets/ make arrangements as were not allowed in temporary accommodation. I had a 13 year old daughter as well as a 16 year old son. They were both vulnerable and my son was under CAMHS. Both my parents had died the year before and my brother lived 3 hours away. I felt totally alone. I was so stressed trying to keep it together and I spiralled into anxiety and depression.

"I was referred to Crosslight by my local council where I was assigned to dear [adviser]. Having dealt with many authorities and feeling desperate, [my adviser] was indeed our saviour right from the start. He put me totally at ease and greeted with me with a cheerful, friendly voice. He listened, empathised and showed there was light at the end of a very dark tunnel.

"My creditors were dealt with on my behalf; he talked me through solutions and took away half of my worries. [My adviser] organised a Debt Relief Order to clear my debts of several years and more recently, organised an Exceptional Hardship Grant to clear Council Tax arrears. [My adviser] has regularly updated my Financial Statement and contacts creditors on my behalf. No task is ever too big and always has a very patient listening ear. I do not know what I would have done without this valuable charity, nor where I would be today! I am truly so very grateful and cannot thank dear [adviser] and Crosslight enough. Now we are all settled and I finally found my forever home. I had to source white goods from free sites and Crosslight even funded a brand new cooker for me!"

What our clients say...

"I was living on bread and porridge apart from the weekend when I went to [the foodbank]. I felt useless and a failure I felt I was stupid. You taught me practical tools to deal with my debt and used your clout and authority to help deal with my debtors whereas I feel they would have run roughshod over me. I am now more able to look after my money and deal with debts as they come in, I still need Crosslight sometimes, and it's nice to know they are there!"

ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE IN 2025

2832

Individuals who used our service
(up 7% on 2024)

1532

New cases seeking help for the first time
(up 18% on 2024)

6297

Appointments held across our network
(up 7% on 2024)

13%

More enquiries year on year

614

Money skills workshop attendees
(up 4% on 2024)

58

Workshops run (a total of 151 sessions)
(up 21% on 2024)

6947

Users of our Budget Builder tool
(up 7% on 2024)

401

Money guidance appointments
(up 104% on 2024)

2025 was another year of success and challenge, with more clients than ever supported, but also more clients needing support as cost-of-living pressures force increasing numbers of the most vulnerable in society into impossible situations. The numbers and statistics in this report only tell half the story – each represents a real person that it has been our privilege to befriend and support during the year. Other highlights include:

- Recruitment of replacement case managers in Kensington and West Kent
- Reorganisation creating a single West Kent branch under a new Branch Manager
- Additional headcount to support financial capability programme and central services teams
- More DRO intermediaries within the debt advice team

Money education

- Continued growth of our money skills programme of workshops and one-to-one support, including our 'flagship' Money Course
- More organisations contracting Crosslight to run money skills workshops for their service users
- Continued to develop additional money skills modules (Keeping your Money Safe, Savings, and Student Money)
- More guests attending our face-to-face money skills courses taking place even more community locations
- More integration of budgeting and money skills resources into our debt advice work
- Updates and new functionality for our online Budget Builder tool

Operations

- Integrated AI functionality into case management software to create more accurate and consistent case notes

In the months leading up to their first appointment...

Two in five (42%) of our clients had to regularly miss meals to save money

One **third** (38%) of our debt clients struggled to pay their rent and faced eviction

A **quarter** (28%) had fallen into fuel arrears and had to go without heating for periods

A **quarter** (24%) found their situation so bad they sought help from their doctor

- Developed the *auto-actions* module within our case management software to automate repetitive functions
- Refreshed the reports and reporting dashboard within our case management software

People

- Expanded and strengthened our wellbeing provision for staff and volunteers
- Built our leadership development opportunities by creating core learning modules for leaders
- Expanded and enhanced our Learning Academy to include soft skills and technical training
- Continued our termly 'Get together and Learn' events and monthly team meetings
- Our work was supported by 120 dedicated volunteers who worked alongside our staff as advisers, case managers, coaches, and course facilitators

Governance

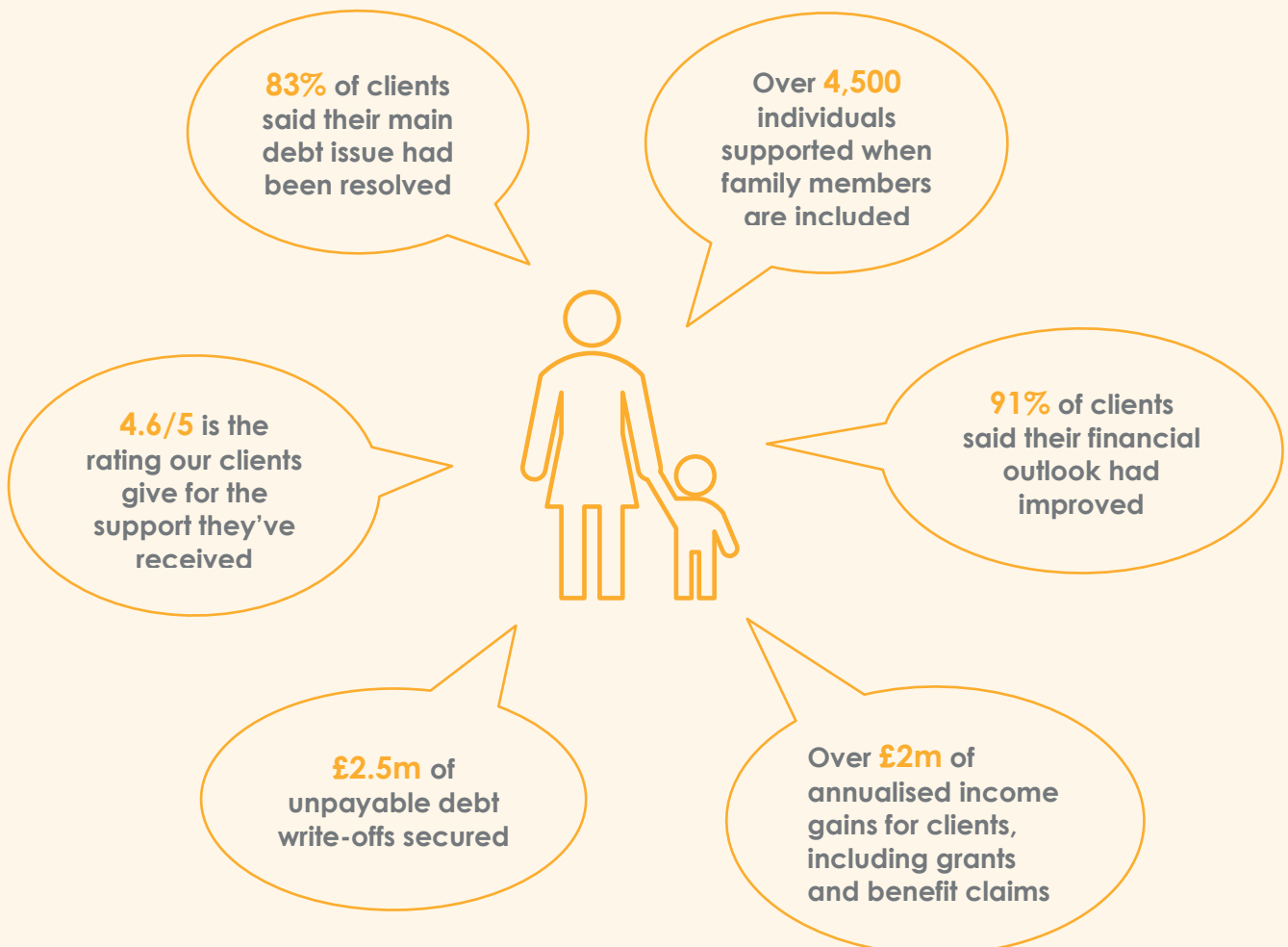
- Agreed a new user-led Trustee-level sub-committee to bring client feedback and learning to the heart of Crosslight

Our clients

Two thirds (63%) of our debt clients have long-term physical or mental health problems

Three quarters (77%) say their situation is adversely affecting their mental health

A third (32%) say their relationships with close family are in jeopardy due to debt



What our clients say...

"I felt stuck and like I did not know where to even start. [My debt] was on top of me, I was overwhelmed. It was affecting my sleep and my mental health. It was difficult to see a way forward.

"[Crosslight] opened my letters for me, wrote out to do lists and also what we did together so that I could have a reference and see progress and helped me contact HMRC. They held my hand the whole way and I felt supported and not judged. They let me know that there wasn't any shame in this and that this happens to people. They were attentive and gave me support and went above and beyond. They also let me have my autonomy and for me this is the most important aspect. They helped me break through the first few hurdles so that I could see that this could be manageable. I'm so very grateful."

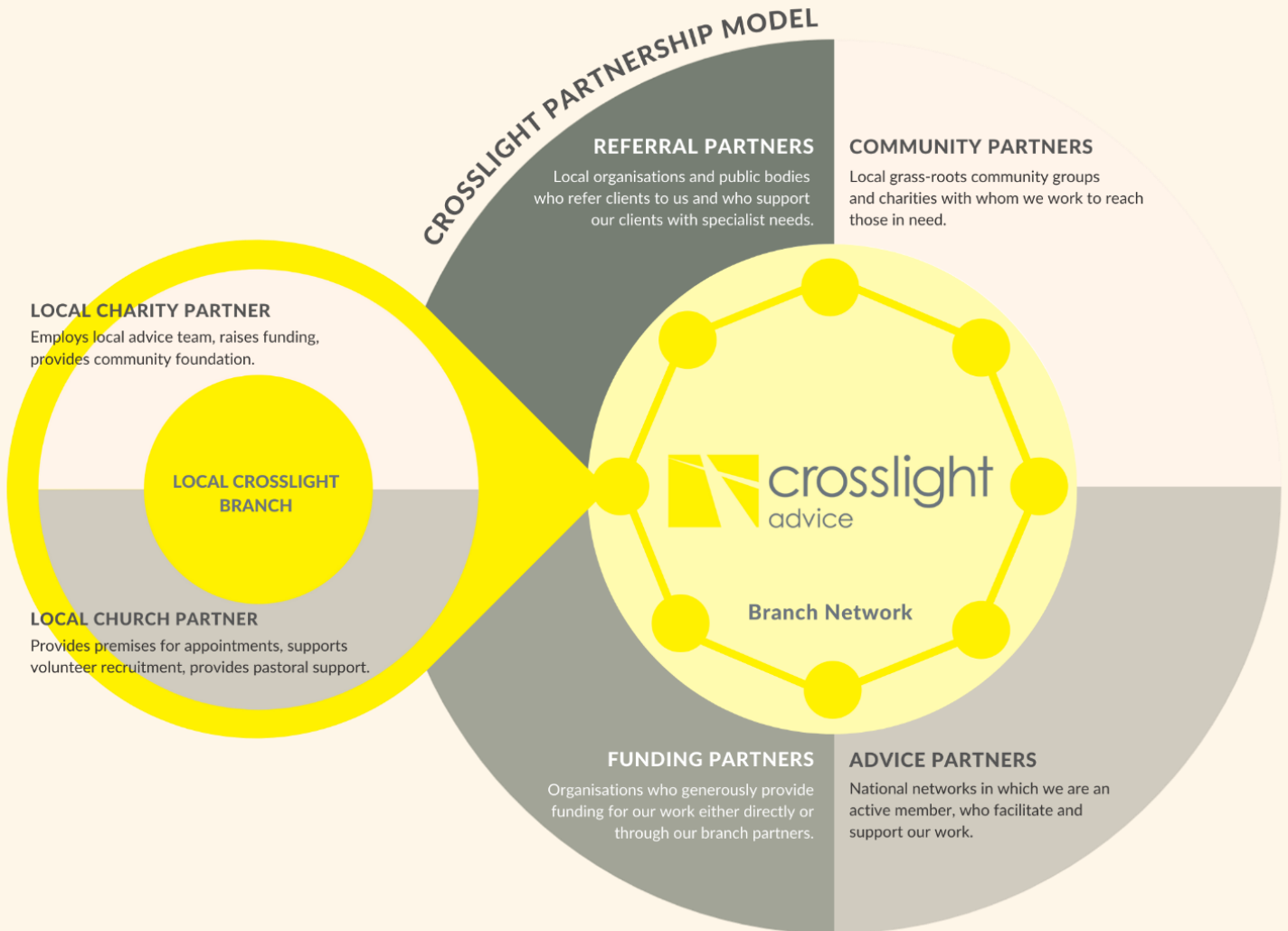
What our clients say...

"Before I came to Crosslight, my situation was very difficult. I had recently left an abusive relationship and was struggling with debts and anxiety. I felt lost, scared, and completely overwhelmed. My financial situation was affecting every part of my life I couldn't sleep, I was constantly worried about rent and bills, and I felt like I had no control or stability. It was also affecting my mental health and my ability to focus on rebuilding my life.

"Crosslight helped me understand my financial situation and create a plan to deal with my debts. They listened to me with kindness and without judgment, which made me feel safe and supported. They also helped me communicate with creditors and gave me practical advice that reduced my stress and helped me feel more in control. Their support made a real difference in my confidence and peace of mind.

"Crosslight has made a big difference in my life. I feel more confident and less anxious about my finances. I now have a plan to manage my debts, and I feel more in control of my life. My stress has reduced, and I can focus on rebuilding my stability and wellbeing. The support I received has given me hope and a sense of security that I didn't have before."

STRUCTURE



Our model is based on collaboration and partnership. We can only achieve lasting change with the support and participation of the communities we serve. The success of this approach is evident in the partnerships that support our branches. Each branch operates with the support of a local partner so we reflect and respond to the needs of the local community. Our partners – churches, community organisations, or special-purpose charities - raise funds and employ some of our branch staff. They provide local representation and accountability so that our branches are rooted in the communities they serve.

Our current branch partners are:

- Ascension Church, Balham
- Chiswick Money Advice Centre
- Ealing Foodbank
- Holy Trinity Brompton Church
- Pattern Church, Swindon
- St Paul's Money Advice Centre
- TW Money Advice Service
- West Kent Debt Advice

GOVERNANCE & MANAGEMENT

Crosslight is a registered Charitable Incorporated Organisation governed by a constitution dated 17 July 2015.

Crosslight is governed by a Board of Trustees. All new trustees receive an induction to their role and the work of Crosslight. All trustees give their time voluntarily and receive no financial or other benefits from the charity.

The trustees operate three committees to coordinate and oversee specific aspects of our activities: People, Risk & Compliance, and Service Design. A trustee sits on each committee alongside outside members with particular knowledge and experience in these fields – the Service Design sub-committee is made up of current and former clients.

The day-to-day management of Crosslight is delegated to the Chief Executive, supported by a team of staff and volunteers.

Pay & Remuneration

Pay and remuneration is determined by the People Committee based on individual performance and appropriate benchmarking. The committee has an independent chair and includes both trustees and outside members with relevant experience.

FINANCIAL REVIEW, RISK MANAGEMENT & RESERVES POLICY

Total incoming resources for the period amounted to £806,965 (2024: £829,055). Resources expended were higher than last year at £796,840 (2024: £776,817), reflecting increased staff costs as the scope and scale of the charity's work has grown, and additional investment in our client-facing IT infrastructure. We are pleased to report a surplus for the year of £10,127 (2024: £52,238). These figures include income received by Crosslight, and expenditure (re-grants to our partners) that was ring-fenced to support local branches (see note 7 to the Accounts below).

The Trustees review and assess the key operational, governance, compliance and financial risks faced by Crosslight. Risks to the charity are monitored by a Risk and Compliance Committee.

The principal financial risk is a cash flow deficit, should insufficient funds be raised. For this reason, the Trustees consider that free reserves should be a minimum of six months of current expenditure. In making this determination, the trustees are mindful of spending commitments over the next six months.

The trustees consider that this provides flexibility to cover temporary shortfalls in resources and allows the charity to continue its work and respond to unforeseen events whilst remedial plans are implemented. Financial reserves are monitored monthly.

At December 2025, expenditure for the prior six-month period was averaging £64,500 a month and our year end reserves target was therefore £387,000. The actual net unrestricted reserves at year end were £377,206, which the trustees consider to be adequate, notwithstanding the small shortfall against target.

FUNDING & SUPPORT

During 2025 we were delighted to receive support from several new funders including Money and Pension Service (MaPS), Earls Court Community Fund, Wimbledon Foundation, and the EBM Charitable Trust. We were also grateful for continued or renewed support from the Julia Rausing Foundation, City Bridge Foundation, CISI Future Foundation, Blackrock, Maurice & Hilda Laing Trust, and the Betterway Foundation.

We extend our thanks to the many individuals, companies, partners, churches, and trusts that have given so generously in support of Crosslight and our partners. It is only through the kindness of our supporters that our work can continue.

The trustees also sincerely thank the churches in whose buildings many Crosslight branches are based, several of which also support us financially.

What our clients say...

“Because of my husband losing his job and me on maternity leave it was very hard to manage the rent bills and the day-to-day groceries. It was becoming terrible because all the credit cards were all consumed and I was in the middle of having a breakdown.

“My social prescriber recommended me cross light initially I thought that it would be one of those normal services where they would be too much talking and nothing substantial but as my case progressed they actually helped me gain control of the finances. Give me the confidence to speak to the creditors and help me with groceries food Bank referrals and clothes for my kids. I would like to specially mention that that they had told me with care and respect there was not a point where I felt less signified taking help from them.

“The credit goes to [my adviser] who has been so helpful she was always there to solve the problems and guide me. I really appreciate her dedication to what she's doing. I am way less stressed. I have got some affordable payment plans. The whole bigger chunk of money has been split up into smaller section. Overall the mental health and mental sanity has prevailed. I am more at peace now. I know my way forward how I have to work the things are calculated and I'm thankful for the cross advice team for being there for me always.”

The client outcome and impact statistics in this report are sourced from our client satisfaction surveys and/or our client case management system. All client stories were written by clients in their own words and are unedited except where indicated, although some have been abbreviated.

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES FOR THE PERIOD ENDED 31st DECEMBER 2025

I report to the trustees on the accounts for the period ended 31st December 2025 which are set out in the following pages.

Responsibilities and basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the ICAEW.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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



Colin Webster, ACA
Date: 26th May 2026

ANNUAL ACCOUNTS

The notes on the following pages form part of these financial statements.

Statement of Financial Activities for the 12 months ended 31st December 2025

	Note	2025 Unrestricted £	2025 Restricted £	2025 Total £	2024 Total £
Income from					
Grants, donations, and gifts	3, 7	£389,881	£301,204	£691,085	£685,993
Advice delivery agreements	3	£0	£105,209	£105,209	£140,580
Other, including paid-for services	3	£10,672	£0	£10,672	£2,482
Total income		£400,553	£406,412	£806,966	£829,055
Expenditure on					
Charitable activities	4, 7	£301,141	£420,743	£721,884	£704,337
Fund-raising	5	£74,956	£0	£74,956	£72,480
Total expenditure		£376,096	£420,743	£796,840	£776,817
Net income / (expenditure)		£24,457	(£14,330)	£10,127	£52,238
Total funds at 1 st January	8	£352,748	£130,407	£483,155	£430,917
Total funds at 31st December	8	£377,205	£116,077	£493,282	£483,155

Balance Sheet as at 31st December 2025

	Note	Unrestricted £	2025 Restricted £	Total £	2024 Total £
Fixed Assets					
Tangible assets		-	-	-	-
Current Assets					
Debtors	9	£5,335	£0	£5,335	£3,587
Cash at bank and in hand		£391,469	£116,076	£507,545	£516,560
Total current assets		<u>£396,804</u>	<u>£116,076</u>	£512,880	£520,146
Less: liabilities due within 1 year	10	<u>£19,598</u>	<u>£0</u>	£19,598	£36,991
Net current assets				£493,282	£483,155
Total net assets				£493,282	£483,155
Funds					
Unrestricted funds				£377,206	£352,748
Restricted funds	11			£116,076	£130,407
Total funds				£493,282	£483,155

The financial statements were approved by the Board of Trustees on 10th June 2026, and signed on their behalf by:



Francis Ellison
Trustee (Chair)



Mark Farrar
Trustee (Treasurer)

Notes to the Accounts

1. Accounting policies

A summary of principal accounting policies, all of which have been applied consistently throughout the year and the preceding year, is set out below:

a. Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

b. Critical accounting estimates and judgements

It is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements. The following judgements and estimates are considered by the trustees to have the most significant effect on amounts recognised in the financial statements: (i) the carrying amounts of assets and liabilities, which are based on the best and most reliable evidence available at the time the decisions are made and are based on historical experience and other factors that are considered to be applicable. Due to the inherent subjectivity involved in making such judgements, the actual results and outcomes may differ. These estimates are reassessed annually and amended where necessary to reflect current circumstances. (ii) the allocation of costs between activities, which is based on estimates of the resources used by each activity.

c. Funds

Unrestricted funds represent the funds of the charity that are not subject to any restrictions regarding their use and are available for general charitable activities at the discretion of the trustees.

Restricted funds represent those received for specific purposes as specified by the donors.

d. Income recognition

Charitable income is recognised on a cash received basis other than where an accruals basis provides a more accurate basis or will give a fairer representation of the underlying nature of the transaction. Income is recognised so far as there is entitlement to the income, there is certainty of its receipt, and the amount is quantifiable.

e. Expenditure recognition

Resources expended are included in the Statement of Financial Activities on an accruals basis, inclusive of VAT which cannot be recovered.

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably.

Expenditure under £50 is accounted for on a cash paid basis. All other expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Expenditure on charitable activities includes all costs incurred by the charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.

f. Provisions

Provisions are recognised when there is a present obligation (legal or constructive) as a result of a past event, it is probable that the obligation will be required to be settled, and a reliable estimate can be made of the amount of the obligation. The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at the end of the reporting taking into account the risks and uncertainties surrounding the obligation. Provisions are discounted when the time value of money is material.

g. Financial instruments

Financial assets and liabilities are recognised when the charity becomes party to the contractual provisions of the financial instrument. The charity holds basic financial instruments which may comprise cash at bank, trade and other receivables and trade and other payables.

h. Financial assets and liabilities – classified as basic financial instruments

(i) Cash at bank and in hand

Cash at bank and in hand includes cash in hand, deposits held with banks, and other short-term highly liquid investments with original maturities of three months or less.

(ii) Other receivables

Other receivables are initially recognised at the transaction price, including any transaction costs. Amounts that are receivable within one year are measured at the undiscounted amount of the cash expected to be received.

(iii) Other payables

Other payables are initially measured at the transaction price, including any transaction costs, and subsequently measured at amortised cost using the effective interest method. Amounts that are payable within one year are measured at the undiscounted amount of the cash expected to be paid.

i. Going concern

After making enquiries, the trustees believe that Crosslight has adequate resources to continue in operational existence for the foreseeable future. For this reason, the trustees have continued to adopt the going concern basis in preparing the financial statements.

j. Cashflow statement

The charity has taken advantage of the exemption under FRS 102 from producing a cash flow statement on the grounds that it is a small entity.

k. Depreciation

Fixed assets are stated at cost less accumulated depreciation. Depreciation is provided at 33% per annum to write off the cost, less estimated residual value, of each asset over its expected useful life. Only assets costing more than £1,000 are capitalised.

2. Comparative Statement of Financial Activities for 2024

The following table analyses **2024's** income and expenditure between unrestricted and restricted funds.

	2024 Unrestricted £	2024 Restricted £	2024 Total £
Income from			
Grants, Donations, and gifts	£472,991	£213,002	£685,993
Advice delivery agreements	£0	£140,580	£140,580
Other, including paid-for services	£2,482	£0	£2,482
Total income	£475,473	£353,582	£829,055
Expenditure on			
Charitable activities	£378,643	£325,694	£704,337
Fund-raising	£72,480	£0	£72,480
Total expenditure	£451,123	£325,694	£776,817
Net income / (expenditure)	£24,350	£27,888	£52,238
Total funds at 1 st January	£328,398	£102,519	£430,917
Total funds at 31st December	£352,748	£130,407	£483,155

3. Grants and donations

	Unrestricted £	Restricted £	2025 £	2024 £
Grants, donations and gifts breakdown				
Trusts and foundations				
Henry Smith Foundation	£0	£0	£0	£40,000
Society of the Holy Child Jesus	£15,000	£0	£15,000	£10,000
Betterway Foundation	£24,150	£8,600	£32,750	£31,127
Walcot Foundation	£0	£0	£0	£24,365
Garfield Weston Foundation	£20,833	£0	£20,833	£25,000
National Lottery Community Fund (Awards for All)	£0	£0	£0	£20,000
National Lottery Community Fund (Community Orgs Cost of Living Fund)	£0	£0	£0	£73,855
Maurice & Hilda Laing Charitable Trust	£0	£13,000	£13,000	£0
Souter Charitable Trust	£0	£5,000	£5,000	£8,000
Swire Charitable Trust	£0	£0	£0	£10,000
Drapers Charitable Fund	£0	£0	£0	£20,000
Inner London Magistrates Ct Poor Box	£0	£5,000	£5,000	£5,000
Grace Trust	£0	£2,000	£2,000	£3,000
M&G Community Fund	£0	£3,700	£3,700	£3,000
Julia Rausing Trust	£0	£75,000	£75,000	£75,000
Wimbledon Foundation (London Community Foundation)	£0	£10,000	£10,000	£0
CISI Future Foundation	£0	£35,000	£35,000	£0
City Bridge Foundation	£0	£43,680	£43,680	£0
MaPS Debt Advice Modernisation Fund	£0	£24,790	£24,790	£0
W O Street Charitable Foundation	£0	£3,000	£3,000	£0
Earls Court Community Fund	£0	£13,000	£13,000	£0
Schreier Foundation	£0	£2,000	£2,000	£0
Sydney Black Charitable Trust	£1,000	£0	£1,000	£0
Blackrock Gives	£0	£21,841	£21,841	£0
EBM Charitable Trust	£20,000	£0	£20,000	£0
Other			£0	£8,120
	£80,983	£265,611	£346,594	£356,467
Corporate (philanthropic)	£0	£0	£0	£10,616
Partner charities' contribution	£239,990	£17,185	£257,175	£252,745
Individuals (incl. Gift Aid)	£48,991	£15,173	£64,164	£50,208
Gifts donated to Client Support Fund	£0	£635	£635	-
Other	£19,917	£2,600	£22,517	£15,956
	£389,881	£301,204	£691,085	£685,993
Local Authority grants & advice delivery agreements				
Local Authority grants	£0	£97,200	£97,200	£126,850
Other advice delivery agreements	£0	£8,009	£8,009	£13,730
	£0	£105,209	£105,209	£140,580
Other				
Paid-for services	£10,672	£0	£10,672	£2,482

During 2025, Crosslight was awarded several multi-year grants and received funding from other multi-year grants awarded in previous years. These were:

Funder	Total award	Period	First year	£ in 2025
Betterway Foundation	£150,000	3	2025	£32,750
CISI Future Foundation	£75,000	3	2025	£35,000
City Bridge Foundation	£135,152	3	2025	£43,680
Julia Rausing Trust	£225,000	3	2024	£75,000

The totals in this note 3 exclude income received directly by our branch partners for their own costs in support of the work of Crosslight (see note 7).

4. Expenditure on charitable activities

	2025 £	2024 £
Staff costs (see note 6)	£552,916	£501,054
Regulatory, insurance & professional	£4,699	£4,304
Infrastructure, IT, and operational support costs	£50,551	£39,971
Training and recruitment	£9,866	£9,800
Financial Capability programme costs	£11,581	£6,201
Grants to support local branches (see note 7)	£71,395	£139,251
Grants to service users	£130	£491
Other	£20,746	£3,265
	£721,884	£704,337

5. Fund-raising expenditure

	2025 £	2024 £
Staff costs (see note 6)	£45,895	£48,641
Other costs	£29,061	£23,838
	£74,956	£72,480

6. Staff Costs Breakdown

	2025 £	2024 £
Wages and salaries	£516,369	£483,262
National insurance	£50,462	£39,551
Employer pension	£26,551	£22,880
Other staff costs	£5,429	£4,002
	£598,812	£549,696

The average number of Crosslight employees on an FTE basis during the year was as follows:

	2025	2024
Full time staff	6	8
Part time staff	10	7

The number of Crosslight-employed staff at year end was 20 (15.3 FTE).

These figures do not include Crosslight staff employed by our partners (see note 7).

No employee earned more than £60,000 during the year.

7. Local Branch Partners

Crosslight works in collaboration with a number of close Branch Partners - independent charities or churches - who directly support the work of our local branches. Several of these Branch Partners directly employ some of the advisers who work in our local branches, who are then line managed by Crosslight as Agents. This collaborative approach ensures that each of our branches is rooted in the communities they serve. Consequently, some grants and donations made to Crosslight which are restricted to support a particular branch or location, are utilised by our Branch Partners to meet the costs of the locally employed staff working for Crosslight as Agents.

	2025	2024
Income received by Crosslight during the year for local services which was allocated to a partner charity	£76,832	£128,292
Grants and donations made to Partner Charities during the year to support local Crosslight branches	£71,395	£139,251

In addition, our Branch Partners raise funds directly themselves to meet the costs they incur in support of this partnership work.

	2025	2024
Total expenditure by Branch Partners on the activities of Crosslight (including locally employed advice staff)	£ 360,547	£373,469

Branch Partners who directly employed Crosslight staff in 2025

- Chiswick Money Advice Service
- Holy Trinity Brompton Church
- St Paul's Money Advice Centre
- TW Money Advice Service
- West Kent Debt Advice

The average number of Crosslight staff employed by our Branch Partners during the year was:	2025	2024
Full time staff	2	2
Part time staff	6	6

8. Movement in funds

	At 1st Jan 2025 £	Incoming resources £	Outgoing resources £	On 31st Dec 2025 £
Restricted funds	£130,407	£406,413	£420,744	£116,076
Unrestricted funds	£352,748	£400,553	£376,095	£377,206
Total funds	£483,155	£806,966	£796,840	£493,282

9. Debtors

	2025 £	2024 £
Prepayments	£3,485	£1,412
Other debtors	£1,850	£0
Gift Aid recoverable	£0	£2,175
	£5,335	£3,587

10. Liabilities due within one year

	2025 £	2024 £
Unrestricted income received in advance		
Society of the Holy Child Jesus	£0	£15,000
Betterway Foundation	£17,250	£0
Garfield Weston Foundation	£0	£20,833
	£17,250	£35,833
Other creditors and accruals	£2,348	£1,158
	£19,598	£36,991

11. Restricted funds analysis Current Year 2025

	Brought forward £	Income £	Expenses £	Carried forward £
Restricted to core charitable activities	£57,000	£75,000	£94,500	£37,500
Work within specified areas				
Hammersmith	£0	£46,600	£46,600	£0
Lambeth	£11,542	£0	£11,542	£0
Ipswich / Swindon	£20,000	£0	£12,700	£7,300
Edenbridge	£0	£8,009	£8,009	£0
Hounslow	£40,191	£40,000	£73,524	£6,667
Wandsworth	£0	£25,000	£13,887	£11,113
Kensington, Earls Court	£0	£30,185	£15,093	£15,093
Tonbridge	£0	£4,200	£4,200	£0
London (all)	£0	£5,000	£5,000	£0
Specified projects				
IT and operations	£0	£24,790	£24,790	£0
Training	£0	£13,000	£7,406	£5,594
Client triage	£0	£43,680	£43,680	£0
Money Skills	£0	£62,541	£37,000	£25,541
Work with families	£0	£8,000	£8,000	£0
Work with mental health	£0	£2,000	£2,000	£0
Individual & church donation to partners	£1,674	£17,773	£12,683	£6,764
Grants to service users	£0	£635	£130	£505
	£130,407	£406,413	£420,744	£116,076

Restricted funds analysis Prior Year 2024	Brought forward £	Income £	Expenses £	Carried forward £
Restricted to core charitable activities	£19,500	£138,109	£100,609	£57,000
Work within specified areas				
Hammersmith	£21,327	£46,000	£67,327	£0
Lambeth	£12,940	£24,365	£25,763	£11,542
Ipswich / Swindon	£0	£20,000	£0	£20,000
Edenbridge	£3,432	£13,730	£17,162	£0
Hounslow	£0	£89,600	£49,409	£40,191
Specified Projects (IT and operations)	£13,019	£0	£13,019	£0
Specified Projects (Training)	£13,323	£0	£13,323	£0
Specified projects (vulnerable women)	£10,000	£0	£10,000	£0
Donations allocated to partners	£8,724	£21,540	£28,590	£1,674
Grants to service users	£253	£238	£491	£0
	£102,518	£353,582	£325,694	£130,407

12. Related party transactions

The following trustees or key management personnel were connected to people or organisations that either received funds from or made donations to Crosslight.

Name and role	Related position	Related party transaction
Francis Ellison Trustee	Trustee of St Paul's Money Advice Centre	See note 7
Jean Moorhouse Trustee	Trustee of TW Money Advice Service	See note 7
Nick Lines Trustee	Trustee of Chiswick Money Advice Centre	See note 7
	Trustee of St Nicholas church, Chiswick	St Nicholas provided free premises from which the charity operated
Paul Crouch Trustee	Trustee of West Kent Debt Advice	See note 7
Suzanne Day Trustee	Member of staff at Holy Trinity Brompton Church	See note 7

No trustees received any remuneration from the charity during the year.

During 2025, Crosslight received £5,040 in donations from Trustees, including donations that were restricted to our branch partners.

Crosslight Advice is a registered Charitable Incorporated Organisation (charity no. 1163306) and is authorised and regulated by the Financial Conduct Authority (registration no. 715066). Crosslight is part of the Community Money Advice network of debt advice agencies and is a member of AdviceUK. Crosslight holds the Advice Quality Standard.

CROSSLIGHT ADVICE

England & Wales - Charity number 1163306

Accounts

Trustees' report and accounts

12 months to 31 December 2024



crosslight
advice

CONTENTS

1. Mission and Aims	03
2. Activities, Achievements and Performance	06
3. Structure	10
4. Governance and Management	11
5. Financial Review, Risk Management and Reserves Policy	11
6. Funding and Support	12
7. Independent Examiner's report to the trustees	13
8. Annual Accounts	
a. Statement of Financial Activity	14
b. Balance Sheet	15
c. Notes to the Accounts	16

CHARITY INFORMATION

Charity number
1163306

FCA registration number
715066

Registered office and principal address
HTB Brompton Road, London,
SW7 1JA

Trustees
Francis Ellison (Chair)
Mark Farrar (Treasurer)
Nick Lines
Paul Crouch
Seonaid Mackenzie
Jean Moorhouse
Suzanne Day

Bankers
Cooperative Bank plc, PO Box 101,
Balloon Street, Manchester, M60 4EP

Independent examiner
Colin Webster, ACA

Welcome to our 2024 Report and Accounts.

MISSION & AIMS

Crosslight's central mission is to tackle endemic poverty within our local communities and so increase community wellbeing and the life chances of individuals and families. Operating from over 30 locations, our community-based programmes:

- deliver comprehensive money, debt, benefits, and housing arrears advice
- build financial resilience through money skills education and one-to-one budget coaching
- and mentor clients with open-ended holistic support to improve their mental wellbeing and social mobility.

Our approach is deeply personal, taking individual needs and capabilities into account, to meet each person at their point of need. Our service model enables us to walk alongside our clients for as long as necessary to achieve lasting change.

Through our dedicated staff and volunteers, we have helped thousands of people in hardship since we were founded in 2009. Our holistic, person-centred approach supports the most vulnerable. Most of our clients are facing long-term physical or mental health problems, or complex social and family issues.

Crosslight's purposes as set out in the objects of its constitution are:

"The prevention or relief of poverty for the public benefit, in particular but not exclusively by providing money management and debt counselling advice to those in financial hardship."

We refer to the Charity Commission's general guidance on public benefit when reviewing the objectives and aims of Crosslight and in planning future activities.

Advise

We provide comprehensive debt and benefit advice, focusing on the unique circumstances of each individual. The end-to-end support we provide includes in-depth casework for the most vulnerable. We act as advocates for our clients, working at their pace and adapting to their individual needs and abilities.

Equip

A key part of our mission is to create lasting change so that our clients can face the future with more confidence. We do this through one-to-one budget coaching and our money skills workshops – both face-to-face and online. Our aim is to help clients understand their own finances and teach them simple financial skills, thereby building resilience over the long-term.

Encourage

Our aim is to go beyond crisis advice and support clients throughout their journey. We achieve this by taking a genuinely holistic approach which includes mentoring, befriending, social engagement and encouragement - empowering them to turn their lives around.

Resourcing Others

As well as providing services directly to clients, we also build community, and support those in need beyond our catchment areas. We do this by offering our Money Course and money education programmes to other organisations and community groups to use for their own service users. Our Money Course leaders' hub gives online training and support, as well as full access to all our resources and videos, so our workshops can be run wherever there is a need. Our free online Budget Builder complements the Money Course and enables anyone to build their own household budget and use it to manage their money more effectively day-to-day.

Our Unique Approach

Personal not prescriptive – much advice is generic, focusing on information rather than individual advice. In contrast, our service is tailored to the individual, meeting them at their point of need and working at their pace. Our service is flexible and adapts to the needs of each individual.

Outcomes not volumes – many agencies focus on meeting volume targets. We are different; although we seek to help as many as possible, we are not driven by numbers. We want all our clients get the support they need so they can move beyond the current crisis. We are more interested in the progress of each individual, rather than showing off our client volumes.

Time to give not timed-out – many advice providers are time-limited in the support they give. We support some of the most vulnerable in our communities, many of whom struggle with complex circumstances. We stay with our clients for as long as they need.

Big picture not just the big problem – most clients come to us at a point of crisis, with numerous issues where they need support. Our first task is to help them with the urgent problems. But where we can, we go further, looking at the big picture beyond the immediate crisis. We support our clients as they deal with the underlying causes of their difficulties.

Client Story

D was furloughed during the pandemic and on returning to work was told she had a tumour. Her health issues led to spiralling debt and her doctor urged her to speak to Crosslight. Here, she shares her story...

Things started to spiral after I got furloughed from work during lockdown. Bills started to mount up, but I thought as soon as I get back to work, I'll get back on top of everything. However, when I returned to work, I became ill and was told that I had a tumour which was making it difficult for me to breathe. But I thought, 'No! I'm going to continue to work and get back on top of things.' This took a toll, and my health started to decline to where I needed more time off work so ended up being off more than I was working. I reduced my hours but obviously this resulted in the debt mounting up.

I spoke to my doctor as I was in a bit of a state, and they referred me to Crosslight Advice. I was in such a spiral; I didn't know how I was going to get out of it. I felt so trapped and couldn't see a way out.

I do feel sorry for my adviser as I was a little hard on her at the beginning as I'm an impatient person, but my adviser is a diamond. No one else has changed my life as much as my adviser has.

My adviser explained the debt advice process and was able to straightaway stop everyone from harassing me. Her doing this helped as being hounded had been affecting my mental health, which was impacting my physical health because I was already unwell. She also opened doors for me that I didn't even know were there and support started to come in and the pressure started to ease – I was even able to pay off some of the debt myself because of this.

I was awarded increased benefits which enabled me to get a payment plan with the council that I was able to pay. The increase in energy prices had also hit me hard as the council had left a hole in the ceiling of my property so my energy prices really were going through the roof! My adviser helped with this and was able to get a grant towards my energy arrears.

Before, everything was just too much but things are so much better now. I am so lucky to have met my adviser. I felt hopeless before. My physical and mental health was bad, I didn't know how sick I was or if anything was ever going to get better and I was just spiralling.

I'm feeling very hopeful now. My mental health is so much better which is allowing me to focus on my physical health more. I don't know what I would have done without my adviser, I'm so thankful.

ACTIVITIES, ACHIEVEMENTS & PERFORMANCE IN 2024

Debt Advice

2640

Individuals who used our service

1295

New cases seeking help for the first time

5888

Appointments held across our network

13%

More enquiries from those in need compared to 2023

Highlights of the year included:

- More community advice locations launched in Hounslow, Ealing, and West Kent
- Introduction of client navigators to deal with initial enquiries where there is high-demand, taking pressure off our front-line advisers
- Our volunteer team increased by eight to 161, and 21 completed their debt advice accreditation, building our capacity in the face of ever-growing demand. We also welcomed three new staff members

Financial Capability

590

Money skills workshop attendees (up 18% on 2023)

48

Workshops run (up 16% on 2023)

6500

Users of our Budget Builder tool

196

One-to-one budget coaching appointments held

Highlights included:

- created a pool of five freelancers to provide additional resources and extend our geographical coverage for workshops
- Our updated Budget Builder earned excellent feedback. We added 653 new users over the year
- We developed three new modules (Keeping your Money Safe, Savings and Investments, and Student Money), and we will launch these in 2025
- Following a successful campaign to recruit more volunteer Budget Coaches (with the total standing at 26 by November), the number of appointments held increased by 31%, with 66 clients supported (a 10% increase on 2023)
- Of all the workshops run in 2024, 25 were *face-to-face* Money Courses in our branches, representing a 56% increase from last year, and enabling us to provide

clients with money skills to build confidence and resilience, helping to prevent future problems and building financial capability

- We also saw greater integration of our debt advice and budget coaching work, with an 110% increase in the number of Crosslight clients attending the Money Course, so that 30% of all Money Course guests were existing Crosslight debt clients

Wellbeing

- Our Mental Health First Aid programme was successfully implemented with four Mental Health First Aiders trained, and we introduced an Employee Assistance Programme for all staff with access to counselling
- Our commitment to client wellbeing extended further, with in-depth training on Mental Health Awareness and Suicide First Aid

In the months leading up to their first appointment...

Two in five (43%) of our clients had to cut down or go without food

One **third** (36%) of our debt clients were struggling to pay their rent and were facing possible eviction

One **third** (30%) of our advice clients in 2024 had fallen into fuel arrears and had to go without heating for periods

A **quarter** (27%) of clients found their debt situation so bad they sought help from their doctor

2024 in numbers

Over **2,600** clients supported (over **4,450** family members)

Over **5,800** appointments

Over **£1.8m** of annualised income gains for clients, including grants and benefit claims

Over **£1.8m** of unpayable debt write-offs secured

590 money skills workshop attendees - online, face-to-face, and self-led

6,500 people used our online Budget Builder tool to help them better manage their money

Our work was supported by **160** dedicated volunteers who worked alongside our staff as advisers, case managers, coaches, and course facilitators

Learning & Development

We invested significantly in our staff and volunteers this year, which will in turn benefit our service delivery:

- Our termly 'Get Together and Learn' events with all staff and volunteers included training from Women's Aid on supporting survivors of domestic abuse; and from CamCare focusing on gambling addictions
- Our monthly all-team meetings provided team updates as well as opportunities to learn soft and technical skills
- Our leaders received training on managing an effective appraisal and setting clear objectives and tracking them throughout the year

- Our Crosslight Learning Academy expanded this year with online and face-to-face offerings to support team development. Topics covered included:
 - Safeguarding refreshers (monthly)
 - Listening skills
 - Supporting clients with their energy bills
 - Running an effective client appointment
 - Recording outcomes and reporting
 - Financial capability overview
 - Maintaining momentum during appointments
 - A coaching approach to supporting clients
 - Mental health in the context of client appointments (ADHD and ASD focus)

Our clients

Two thirds (63%) of our debt clients have long-term physical or mental health problems

Three quarters (76%) say their situation is adversely affecting their mental health

A third (36%) say their relationships with close family are in jeopardy due to debt

Our Impact

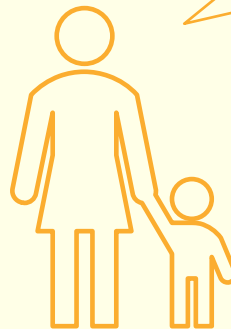
86% of clients said their main debt issue had been resolved

93% of clients felt their financial outlook had improved

4.6/5



Rating by clients of the support they've received



Client Story

M first spoke with Crosslight at a foodbank drop-in session. He had lost his job, and suffering with his mental health, M was struggling financially and was living in a hostel. He'd also had his mobile phone stolen which was causing him real difficulties. In his own words, M shares his story...

I came across Crosslight when I went to the foodbank and was able to speak to a debt adviser at the drop in. Straightaway she gave me an appointment to come back and talk to her in more detail.

My debt adviser filled out all the [benefit] applications for me; she's done a lot for me. I couldn't believe it. I got an extra £248 a month, which was amazing. She was also able to get me a [mobile phone] sim card that gave me free use for 6 months which has helped me a lot.

She then helped me with PIP [disability benefit application], which was such a big deal for me because I couldn't fill it out myself as I suffer with my mental health.

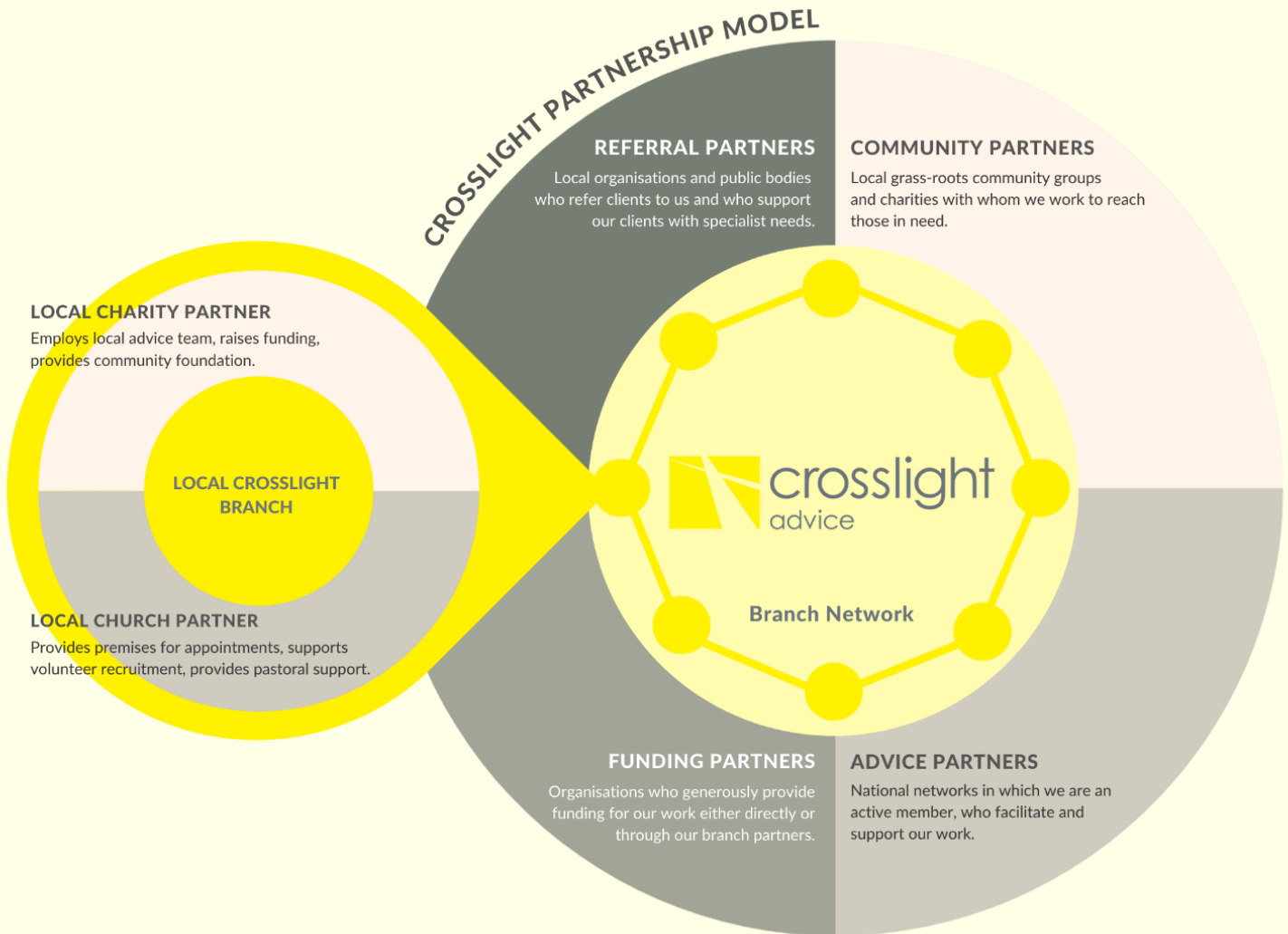
At one point during my journey with Crosslight, I disappeared for 2 months because I had too much pressure and was struggling with my mental health. During this time, I got a message from her every 7-10 days checking in on me. She continued to offer me help, including food vouchers, so I was always supported.

At this time my benefit application was rejected, so I went back to my adviser, and she helped me to submit an appeal. She helped me fill out the huge form and will support me throughout all of it.

I was under so much pressure before working with my adviser. I was so stressed, I was shutting down. But when I started working with her and solving things, things got better. I was attending appointments every week for three and a half months. I was never told 'no' by her, which really helped as I was really struggling in the beginning.

Everything changed for me when I met [Crosslight]. My debt adviser is just wonderful, what she has done for me I can never repay her.

STRUCTURE



Our model is based on collaboration and partnership. We can only achieve lasting change with the support and participation of the communities we serve. The success of this approach is evident in the partnerships that support our branches. Each branch operates with the support of a local partner so we can reflect and respond to the needs of the local community. Our partners - churches or special-purpose charities with their own trustees - raise funds and employ some of our branch staff. They provide local representation and accountability so that our branches are rooted in the communities they serve.

Our current branch partners are:

- West Kent Debt Advice
- St Paul's Money Advice Centre
- TW Money Advice Service
- Chiswick Money Advice Centre
- Holy Trinity Brompton church
- Pattern Church, Swindon
- Ascension Church, Balham
- Ealing Foodbank

GOVERNANCE & MANAGEMENT

Crosslight is a registered Charitable Incorporated Organisation governed by a constitution dated 17 July 2015.

Crosslight is governed by a Board of Trustees. All new trustees receive an induction to their role and the work of Crosslight. All trustees give their time voluntarily and receive no financial or other benefits from the charity.

The trustees operate two committees to coordinate and oversee specific aspects of our activities: People, and Risk & Compliance. A trustee sits on each committee alongside outside members with particular knowledge and experience in these fields.

The day-to-day management of Crosslight is delegated to the Chief Executive, supported by a team of staff and volunteers.

Pay & Remuneration

Pay and remuneration for all employees is determined by the People Committee based on individual performance and appropriate benchmarking. The committee has an independent chair and includes a mix of trustees and outside members with relevant experience.

FINANCIAL REVIEW, RISK MANAGEMENT & RESERVES POLICY

Total incoming resources for the period amounted to £829,055 (2023: £682,886). Resources expended were £776,817 (2023: £655,217). These figures include income received by Crosslight, and expenditure (by way of re-grants to our partners) that was ring-fenced to support local branches (see note 7 to the Accounts below).

The Trustees review and assess the key operational, governance, compliance and financial risks faced by Crosslight. Risks to the charity are monitored by a Risk and Compliance Committee.

The principal financial risk is a cash flow deficit, should insufficient funds be raised. For this reason, the Trustees consider that free reserves should be a minimum of six months of current expenditure. In making this determination, the trustees are mindful of spending commitments over the six months ahead.

The trustees consider that this provides sufficient flexibility to cover temporary shortfalls in resources and will allow the charity to continue its work and respond to unforeseen events whilst remedial plans are implemented. Financial reserves are monitored monthly.

At December 2024, expenditure was averaging £57,000 a month and our reserves target was £342,000. The actual net unrestricted reserves at year end were £352,748.

FUNDING & SUPPORT

During 2024 we were delighted to receive support from several new funders including Julia Rausing Foundation, Future Foundation, and Grace Trust. We were also grateful for renewed support from organisations such as SHCJ, Souter, Drapers, Betterway Foundation, and the National Lottery Community Organisations Cost of Living Fund.

We extend our thanks to the many individuals, companies, partners, churches, and trusts that have given so generously in support of Crosslight and our partners. It is only through the kindness of our supporters that our work can continue.

Provision of support

The trustees also sincerely thank the churches in which many Crosslight branches are based, a number of whom also support us financially:

<i>St Paul Hammersmith</i>	<i>Holy Trinity Brompton</i>	<i>United Emmanuel Tonbridge Wells</i>
<i>Greenford Baptist Church</i>	<i>St John West Ealing</i>	<i>St Stephen Shepherd's Bush</i>
<i>St Nicholas Chiswick</i>	<i>Vine Evangelical Church Sevenoaks</i>	<i>All Saints Hampton Wick</i>
<i>St Mellitus Hanwell</i>	<i>St Dionis Fulham</i>	<i>HTB St Francis Dalgarno Way</i>
<i>St Stephen Twickenham</i>	<i>St Paul Hounslow West</i>	<i>Tonbridge Baptist Church</i>
<i>Pattern Church Swindon</i>	<i>Ascension Balham</i>	<i>Good Shepherd Hounslow</i>
<i>New Park Road Baptist Clapham Park</i>	<i>Oak Tree Anglican Fellowship Acton</i>	<i>St Barnabas Northolt</i>
<i>St Nicholas Perivale</i>	<i>St Anselm Southall</i>	<i>St Richard Ham</i>
<i>Christ Church Snodland</i>	<i>St Stephen Tonbridge</i>	<i>River Church Ipswich</i>

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES FOR THE PERIOD ENDED 31 DECEMBER 2024

I report to the trustees on the accounts for the period ended 31.12.24 which are set out in the following pages.

Responsibilities and basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the ICAEW.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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



Colin Webster, ACA
Date 1st May 2025

ANNUAL ACCOUNTS

The notes on the following pages form part of these financial statements.

Statement of Financial Activities for the 12 months ended 31 December 2024

	Note	2024 Unrestricted £	2024 Restricted £	2024 Total £	2023 Total £
Income from					
Grants, donations, and gifts	3	£472,991	£213,002	£685,993	£569,007
Advice delivery agreements	3	-	£140,580	£140,580	£106,807
Other, including paid-for services	3	£2,482	-	£2,482	£7,072
Total income		£475,473	£353,582	£829,055	£682,886
Expenditure on					
Charitable activities	4	£378,643	£325,694	£704,337	£585,055
Fund-raising	5	£72,480	-	£72,480	£70,162
Total expenditure		£451,123	£325,694	£776,817	£655,217
Net income / (expenditure)		£24,350	£27,888	£52,238	£27,669
Total funds at 1 st January	8	£328,398	£102,519	£430,917	£403,248
Total funds at 31st December	8	£352,748	£130,407	£483,155	£430,917

Balance Sheet as at 31 December 2024

	Note	Unrestricted £	2023 Restricted £	Total £	2022 Total £
Fixed Assets					
Tangible assets		-	-	-	-
Current Assets					
Debtors	9	£3,587	-	£3,587	£12,577
Cash at bank and in hand		£386,153	£130,407	£516,560	£483,993
Total current assets		£389,739	£130,407	£520,146	£496,570
Less: liabilities due within 1 year	10	£36,991	-	£36,991	£65,653
Net current assets				£483,155	£430,917
Total net assets				£483,155	£430,917
Funds					
Unrestricted funds				£352,748	£328,398
Restricted funds	11			£130,407	£102,519
Total funds				£483,155	£430,917

The financial statements were approved by the Board of Trustees on date 9th May 2025 and signed on their behalf by:



Francis Ellison
Trustee (Chair)



Mark Farrar
Trustee (Treasurer)

Notes to the Accounts

1. Accounting policies

A summary of principal accounting policies, all of which have been applied consistently throughout the year and the preceding year, is set out below:

a. Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

b. Critical accounting estimates and judgements

It is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements. The following judgements and estimates are considered by the trustees to have the most significant effect on amounts recognised in the financial statements: (i) the carrying amounts of assets and liabilities, which are based on the best and most reliable evidence available at the time the decisions are made and are based on historical experience and other factors that are considered to be applicable. Due to the inherent subjectivity involved in making such judgements, the actual results and outcomes may differ. These estimates are reassessed annually and amended where necessary to reflect current circumstances. (ii) the allocation of costs between activities, which is based on estimates of the resources used by each activity.

c. Funds

Unrestricted funds represent the funds of the charity that are not subject to any restrictions regarding their use and are available for general charitable activities at the discretion of the trustees.

Restricted funds represent those received for specific purposes as specified by the donors.

d. Income recognition

Charitable income is recognised on a cash received basis other than where an accruals basis provides a more accurate basis or will give a fairer representation of the underlying nature of the transaction. Income is recognised so far as there is entitlement to the income, there is certainty of its receipt, and the amount is quantifiable.

e. Expenditure Recognition

Resources expended are included in the Statement of Financial Activities on an accruals basis, inclusive of VAT which cannot be recovered.

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably.

Expenditure under £50 is accounted for on a cash paid basis. All other expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Expenditure on charitable activities includes all costs incurred by the charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.

f. Provisions

Provisions are recognised when there is a present obligation (legal or constructive) as a result of a past event, it is probable that the obligation will be required to be settled, and a reliable estimate can be made of the amount of the obligation. The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at the end of the reporting taking into account the risks and uncertainties surrounding the obligation. Provisions are discounted when the time value of money is material.

g. Financial instruments

Financial assets and liabilities are recognised when the charity becomes party to the contractual provisions of the financial instrument. The charity holds basic financial instruments which may comprise cash at bank, trade and other receivables and trade and other payables.

h. Financial assets and liabilities – classified as basic financial instruments

(i) Cash at bank and in hand

Cash at bank and in hand includes cash in hand, deposits held with banks, and other short-term highly liquid investments with original maturities of three months or less.

(ii) Other receivables

Other receivables are initially recognised at the transaction price, including any transaction costs. Amounts that are receivable within one year are measured at the undiscounted amount of the cash expected to be received.

(iii) Other payables

Other payables are initially measured at the transaction price, including any transaction costs, and subsequently measured at amortised cost using the effective interest method. Amounts that are payable within one year are measured at the undiscounted amount of the cash expected to be paid.

i. Going concern

After making enquiries, the trustees believe that Crosslight has adequate resources to continue in operational existence for the foreseeable future. For this reason, the trustees have continued to adopt the going concern basis in preparing the financial statements.

j. Cashflow statement

The charity has taken advantage of the exemption under FRS 102 from producing a cash flow statement on the grounds that it is a small entity.

k. Depreciation

Fixed assets are stated at cost less accumulated depreciation. Depreciation is provided at 33% per annum to write off the cost, less estimated residual value, of each asset over its expected useful life. Only assets costing more than £1,000 are capitalised.

2. Comparative Statement of Financial Activities for 2023

The following table analyses **2023's** income and expenditure between unrestricted and restricted funds.

	2023 Unrestricted £	2023 Restricted £	2023 Total £
Income from			
Grants, Donations, and gifts	£423,348	£145,659	£569,007
Advice delivery agreements	-	£106,807	£106,807
Other, including paid-for services	£7,072	-	£7,072
Total income	£430,420	£252,466	£682,886
Expenditure on			
Charitable activities	£327,951	£257,104	£585,055
Fund-raising	£70,162	-	£70,162
Total expenditure	£398,112	£257,104	£655,217
Net income / (expenditure)	£32,308	(£4,639)	£27,669
Total funds at 1 st January	£296,090	£107,158	£403,248
Total funds at 31st December	£328,398	£102,519	£430,917

3. Grants and donations

	Unrestricted £	Restricted £	2024 £	2023 £
Grants, donations and gifts breakdown				
Trusts and foundations				
Henry Smith Charity	-	£40,000	£40,000	£39,000
Society of the Holy Child Jesus	£10,000	-	£10,000	£10,000
The Betterway Foundation	£31,127	-	£31,127	£40,417
Walcot Foundation	-	£24,365	£24,365	£24,365
Garfield Weston	£25,000	-	£25,000	£4,167
Benefact Trust	-	-	-	£17,000
National Lottery Community Fund	-	£20,000	£20,000	-
National Lottery - Community	-	-	-	-
Organisations Cost of Living Fund	£50,746	£23,109	£73,855	-
The Maurice & Hilda Laing Trust	-	-	-	£18,935
Souter Charitable Trust	£8,000	-	£8,000	£10,000
Ealing Foodbank	-	-	-	£60,000
Swire Charitable Trust	£10,000	-	£10,000	-
Charles Hayward Charitable Trust	-	-	-	£10,000
Drapers Charitable Fund	£20,000	-	£20,000	-
Inner London Magistrates Charity	£5,000	-	£5,000	-
Grace Trust	£3,000	-	£3,000	-
M&G Community Fund	£3,000	-	£3,000	-
Julia Rausing Trust	-	£75,000	£75,000	-
Other	£8,120	-	£8,120	£1,000
	£173,993	£182,474	£356,467	£234,883
Corporate (philanthropic)	£10,616	-	£10,616	£2,550
Partner charities' contribution	£252,745	-	£252,745	£238,663
Individuals (incl. Gift Aid)	£23,430	£26,778	£50,208	£77,764
Other	£12,207	£3,750	£15,956	£15,146
	£472,991	£213,002	£685,993	£569,007
Advice delivery agreements				
Local Authority	-	£126,850	£126,850	£93,077
Other	-	£13,730	£13,730	£13,730
	-	£140,580	£140,580	£106,807
Other				
Paid-for services	£2,482	-	£2,482	£7,072

During 2024, Crosslight was awarded several multi-year grants and received funding from other multi-year grants awarded in previous years. These were:

Funder	Total award	Period	First year	£ in 2024
Henry Smith Charity	£106,607	3 years	2022	£40,000
Walcot Foundation	£73,095	3 years	2022	£24,365
Julia Rausing Trust	£225,000	3 years	2024	£75,000
Edenbridge Foodbank	£41,190	3 years	2022	£13,730

The totals in this note 3 exclude income received directly by our branch partners for their own costs in support of the work of Crosslight (see note 7).

4. Expenditure on charitable activities

	2024 £	2023 £
Staff costs (see note 6)	£501,054	£434,004
Regulatory, insurance & professional	£4,304	£4,276
Infrastructure, IT, and operational support costs	£39,971	£33,732
Training and recruitment	£9,800	£12,140
Financial Capability programme costs	£6,201	£10,369
Grants to support local branches (see note 7)	£139,251	£83,333
Grants to service users	£491	£6,467
Other	£3,265	£735
	£704,337	£585,055

5. Fund-raising expenditure

	2024 £	2023 £
Staff costs (see note 6)	£48,641	£60,474
Other costs	£23,838	£9,687
	£72,480	£70,162

6. Staff Costs Breakdown

	2024 £	2023 £
Wages and salaries	£483,262	£438,687
National insurance	£39,551	£32,148
Employer Pension	£22,880	£20,139
Other staff costs	£4,002	£3,504
	£549,696	£494,478

The average number of Crosslight employees on an FTE basis during the year was as follows:

	2024	2023
Full time staff	8	7
Part time staff	7	7

The number of Crosslight-employed staff at year end was 19 (14.8 FTE).

These figures do not include Crosslight staff employed by our partners (see note 7).

No employee earned more than £60,000 during the year.

7. Local Branch Partners

Crosslight works in collaboration with a number of close Branch Partners - independent charities or churches - who directly support the work of our local branches. Several of these Branch Partners directly employ some of the advisers who work in our local branches, who are then line managed by Crosslight as Agents. This collaborative approach ensures that each of our branches is rooted in the communities they serve. Consequently, some grants and donations made to Crosslight which are restricted to support a particular branch or location, are utilised by our Branch Partners to meet the costs of the locally employed staff working for Crosslight as Agents.

	2024	2023
Income received by Crosslight during the year for local services which was allocated to a partner charity	£128,292	£95,489
Grants and donations made to Partner Charities during the year to support local Crosslight branches	£139,251	£83,333

In addition, our Branch Partners raise funds directly themselves to meet the costs they incur in support of this partnership work.

	2024	2023
Total expenditure by Branch Partners on the activities of Crosslight (including locally employed advice staff)	£373,469	£337,268

Branch Partners who directly employed Crosslight staff in 2024

- St Paul's Money Advice Centre
- TW Money Advice Service
- West Kent Debt Advice
- Chiswick Money Advice Service
- Holy Trinity Brompton Church

The average number of Crosslight staff employed by our Branch Partners during the year was:	2024	2023
Full time staff	2	2
Part time staff	6	7

8. Movement in funds

	At 1st Jan 2024 £	Incoming resources £	Outgoing resources £	On 31st Dec 2024 £
Restricted funds	£102,519	£353,582	£325,694	£130,407
Unrestricted funds	£328,398	£475,473	£451,123	£352,748
Total funds	£430,917	£829,055	£776,817	£483,155

9. Debtors

	2024 £	2023 £
Prepayments	£1,412	£3,591
Other debtors	-	£8,750
Gift Aid recoverable	£2,175	£236
	£3,587	£12,577

10. Liabilities due within one year

	2024 £	2023 £
Unrestricted income received in advance		
Society of the Holy Child Jesus	£15,000	£10,000
Betterway Foundation	-	£14,583
Garfield Weston	£20,833	£20,833
Swire Charitable Trust	-	£10,000
	£35,833	£55,417
Other creditors and accruals	£1,158	£10,236
	£36,991	£65,653

**11. Restricted funds analysis
Current Year 2024**

	Brought forward £	Income £	Expenses £	Carried forward £
Restricted projects (Advice Provision)	£19,500	£138,109	£100,609	£57,000
Work within specified areas				
Hammersmith	£21,327	£46,000	£67,327	-
Lambeth	£12,940	£24,365	£25,763	£11,542
Ipswich	-	£20,000	-	£20,000
Edenbridge	£3,432	£13,730	£17,162	-
Hounslow	-	£89,600	£49,409	£40,191
Specified Projects (IT and operations)	£13,019	-	£13,019	-
Specified Projects (Training)	£13,323	-	£13,323	-
Specified projects (vulnerable women)	£10,000	-	£10,000	-
Allocated to partners	£8,724	£21,540	£28,590	£1,673
Grants to service users	£253	£238	£491	-
	£102,518	£353,582	£325,694	£130,406

**Restricted funds analysis
Prior Year 2023**

	Brought forward £	Income £	Expenses £	Carried forward £
Restricted projects (Advice Provision)	£28,577	£39,000	£48,077	£19,500
Work within specified areas				
Hammersmith	-	£63,077	£41,750	£21,327
Lambeth	£12,940	£24,365	£24,365	£12,940
Edenbridge	-	£13,730	£10,298	£3,432
Hounslow	£19,922	£30,000	£49,922	-
Specified Projects (IT and operations)	£43,731	£17,000	£47,712	£13,019
Specified Projects (Training)	£1,987	£18,935	£7,599	£13,323
Specified projects (vulnerable women)	-	£10,000	-	£10,000
Donations allocated to partners	-	£29,639	£20,915	£8,724
Grants to service users	-	£6,720	£6,467	£253
	£107,157	£252,466	£257,104	£102,518

12. Related party transactions

The following trustees or key management personnel were connected to people or organisations that either received funds from or made donations to Crosslight.

Name and role	Related position	Related party transaction
Jean Moorhouse Trustee	Trustee of TW Money Advice Service (TWMAS)	See note 7
Francis Ellison Trustee	Trustee of St Paul's Money Advice Service (SPMAC)	See note 7
Nick Lines Trustee	Trustee of Chiswick Money Advice Centre (CMAC)	See note 7
	Trustee of St Nicholas church, Chiswick	St Nicholas provided free premises from which the charity operated
Paul Crouch Trustee	Trustee of West Kent Debt Advice (WKDA)	See note 7
Suzanne Day Trustee	Member of staff at Holy Trinity Brompton church (HTB)	See note 7

No trustees received any remuneration from the charity during the year.

During 2024, Crosslight received £2,040 in donations from Trustees, including donations that were restricted to our branches.

Crosslight Advice is a registered Charitable Incorporated Organisation (charity no. 1163306) and is authorised and regulated by the Financial Conduct Authority (registration no. 715066). Crosslight is part of the Community Money Advice network of debt advice agencies and is a member of AdviceUK. Crosslight holds the Advice Quality Standard.

CROSSLIGHT ADVICE

England & Wales - Charity number 1163306

Accounts



crosslight
advice

Registered Charity No. 1163306

Trustees' report and accounts

12 months to
31 December 2023



CONTENTS

1. Welcome	03
2. Mission and Purpose	03
3. Activities, Achievements and Performance	04
4. Structure	08
5. Governance and Management	09
6. Financial Review, Risk Management and Reserves Policy	09
7. Funding and Support	10
8. Independent Examiner's report to the trustees	12
9. Annual Accounts	
a. Statement of Financial Activity	13
b. Balance Sheet	14
c. Notes to the Accounts	15

CHARITY INFORMATION

Charity number
1163306

FCA registration number
715066

Registered office and principal address
HTB Brompton Road, London,
SW7 1JA

Trustees
Francis Ellison (Chair)
Mark Farrar (Treasurer)
Nick Lines
Paul Crouch
Seonaid Mackenzie
Patricia Dhar (until 20/06/23)
Jean Moorhouse
Suzanne Day (from 20/06/23)

Bankers
Cooperative Bank plc, PO Box 101,
Balloon Street, Manchester, M60 4EP

Independent examiner
Colin Webster, ACA

1. WELCOME

Welcome to our 2023 Report and Accounts. We aim to give you a helpful summary of what the charity has achieved for our clients during the year, as well as the required financial data for the organisation.

The cost-of-living crisis continues to challenge more and more people, with huge impacts on society, on mental health and on the quality of life. At the same time, charity funding is under pressure with growing demands across many areas, and reduced resources; we need nevertheless to increase our capacity.

I would like to pay tribute to the amazing work done by our staff and our volunteers. We also thank those who donated funds to us –this enabled us to help a record number of clients facing hardship.

2024 poses formidable obstacles for many people, and the demand for our services will continue to grow. Our vision of 'Restoring Dignity, Renewing Hope' is as relevant as ever.

Francis Ellison, Trustee Chair

2. MISSION & PURPOSE

Crosslight's central vision is to tackle endemic poverty within our local communities and so increase community wellbeing and the life chances of individuals and families. Operating from over 30 locations, our community-based programmes deliver comprehensive money, debt, benefits, and housing arrears advice; build financial resilience through money skills education and one-to-one budget coaching; and mentor clients with open-ended holistic support to improve their mental wellbeing and social mobility.

Our approach is deeply personal, taking individual needs and capabilities into account, to meet each person at their point of need. Our service model enables us to walk alongside our clients for as long as necessary to achieve lasting change.

Through our dedicated staff and volunteers, we have helped thousands of people in hardship since we were founded in 2009. Our holistic, person-centred approach supports the most vulnerable, with most of our clients facing long-term physical or mental health problems, or complex social and family issues.

Crosslight's purposes as set out in the objects of its constitution are:

"The prevention or relief of poverty for the public benefit, in particular but not exclusively by providing money management and debt counselling advice to those in financial hardship."

We refer to the Charity Commission's general guidance on public benefit when reviewing the objectives and aims of Crosslight and in planning future activities.

3. ACTIVITIES, ACHIEVEMENTS & PERFORMANCE IN 2023

Advise

We provide comprehensive debt and benefit advice, focusing on the unique circumstances of each individual. The end-to-end support we provide includes in-depth casework for the most vulnerable. We act as advocates for our clients, working at their pace and adapting to their individual needs and abilities.

Equip

We seek to create lasting change so that our clients can face the future with more confidence and become better equipped to meet their full potential. We do this through tailored one-to-one budget coaching and our money skills programme, including our new Cost of Living Toolkit. We run these both face-to-face and online (as live workshops or video-led self-study).

Encourage

Our aim is to go beyond crisis advice and support clients throughout their journey. We achieve this by taking a genuinely holistic approach which includes mentoring, befriending, social-engagement, and encouragement - empowering them to turn their lives around and realise their potential.

Resourcing Others

As well as providing services directly to clients, we also build community, and support those in need beyond our catchment areas. We do this by offering our Money Course and money education programmes to other organisations and community groups to use for their own service users. Our Money Course leader's hub gives online training and support, as well as full access to all our resources and videos, so our workshops can be run wherever there is a need. Our free online Budget Builder complements the Money Course and enables anyone to build their own household budget and use it to manage their money more effectively day-to-day.

Advice

In 2023 Crosslight received more enquiries, supported more people, and had more impact than ever before!

The cost-of-living crisis continued to cause real hardship for those on low incomes or benefits in particular, and many more families were forced into debt. Over the course of the year, we received an unprecedented number of new enquiries for help, up 16% on the previous 12 months. In response, we opened 9 new community drop-in and satellite centres in areas of high need, and supported over 2,500 clients, including 1,800 new clients. Compared to the previous year, 2023 saw:

- Enquiries to use our service – up 16%
- New clients seen for the first time – up 26%
- Number of individuals using our service – up 14%
- The highest number of individuals helped in a single month – 644 in November
- Over 60% of appointments held in person

Financial Capability

Crosslight's financial capability work expanded further during the year, as appetite for increased money education grew. This came from both individuals and external organisations supporting their own service users.

Cost of Living Crisis

In the months leading up to their first appointment...

Two in five (45%) of our clients had to cut down or go without food

One **third** (39%) of our debt clients were struggling to pay their rent and were facing possible eviction

One **third** (34%) of our advice clients in 2023 had fallen into fuel arrears and had to go without heating for periods

Our flagship Money Course remained popular, with attendance on free courses reaching an all-time high. We built on the early successes of our Financial First Aid workshop and Cost of Living Toolkit. These earned revenue for us as we ran them both as bespoke workshops and as publicly available webinars. We regularly update the content of our money education products, to keep pace with changes in personal finance and make them as relevant as possible for attendees.

In September we recruited a Money Course development manager to deliver more courses, including expanding our face-to-face delivery locations, and improve attendance rates.

We launched a new and improved version of our online Budget Builder tool, with universally positive feedback from users. More work is planned during 2024 to capitalise on ways the tool can be used by our debt clients and advisers as well as our Money Course guests, with a great deal of potential identified.

Our Budget Coaching programme has gone from strength to strength, supporting clients to build their own money skills to become more resilient, with more individuals supported one-to-one by a volunteer Budget Coach.

People

Our team continued to grow during 2023. We were delighted that 21 volunteers qualified to Debt Advisor level and a further 7 to Case Manager level. We also welcomed 5 new staff members to the Crosslight team.

Our learning and development provision for the team expanded, with a new digitised onboarding and induction programme as well as a further 18 training sessions being offered through our 'Crosslight Learning Academy' during the year. Many new materials were developed to expand our leadership development and advice skills within the team, and we welcomed several external speakers to join our termly face to face 'Get Together and Learn' events and Learning Academy sessions.

Investment in the wellbeing of our team was a focus during the year and we bolstered internal training in this area covering topics such as 'Building Resilience and Self Care' and 'Managing in a Remote Environment'. We also started work on a new mental health first aid initiative for our staff. Focusing on our clients, we set up additional mental health awareness training as well as training around suicide prevention.

2023 in numbers

Over **2,500** clients supported (over **4,300** family members), including over **1,800** new clients

Over **5,500** appointments

Over **£1.5m** of annualised income gains for clients, including grants and benefit claims

Over **£1.7m** of unpayable debt write-offs secured for clients

Over **500** sign-ups for the Money Course online, face-to-face, and self-led

Updated online Budget Builder launched (over **5,400** users)

Our work was supported by **130** dedicated volunteers who worked alongside our staff team as advisers, case managers, coaches, course facilitators, and in the office

CLIENT STORY

“The one most important thing you can give someone in life is hope... with your help, hope has crept its way back into my life.”

“I'm writing this to say how thankful I am for everyone at Crosslight. You honestly don't know how much you've helped me. The one most important thing you can give someone in life is hope, and for the longest time I had lost it. But with all your help, hope has crept its way back into my life. I have more of a zest for life, I'm not so anxious, or worried about the future.

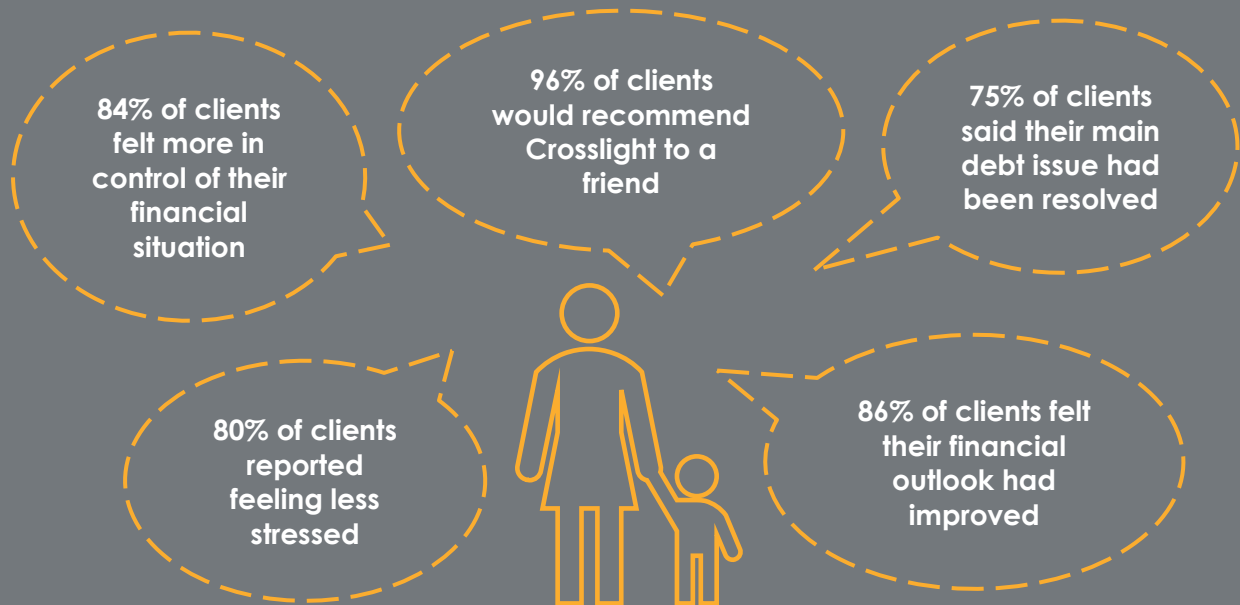
I was taught things in the money course that I didn't know, but make perfect sense now I think about it.

Honestly the amount of help - without judgement - and the feeling of someone finally being on my side, is one of the best feelings I've felt in years, I just wanted to personally thank each and every one of you. **You have collectively changed my whole life**, and I can never repay you for that, thank you, thank you. If I'm just one you've helped, I can only imagine how many others you have, I know we aren't done, I just had to express my gratitude to everyone, I'm overjoyed!!!

Thank you so, so much.

The Impact of our work

After receiving support from Crosslight:



Our Unique Approach

Personal not prescriptive – much advice delivery is generic, with a focus on information rather than individual advice. In contrast, our service is tailored to the individual, meeting them at their point of need and working at their pace. Our service is flexible and adapts to the needs of each individual.

Outcomes not volumes – many agencies focus on meeting volume targets. In contrast, although we seek to help as many as possible, we are not driven by numbers. We want to ensure all our clients get the support they need to move beyond the current crisis. We are more interested in the progress of each individual, rather than showing off our client volumes.

Time to give not timed-out – many advice providers are time-limited in the support they give. In contrast, we support some of the most vulnerable in our communities, many of whom struggle with very complex circumstances. We stay with our clients for as long as they need.

Big picture not just the big problem – most of our clients come to us at a point of crisis, often with numerous issues where they need support. Our first task is to help them with these urgent problems. But where we can, we will go further, to look at the big picture beyond the immediate crisis and support our clients as they deal with the underlying causes of their difficulties.

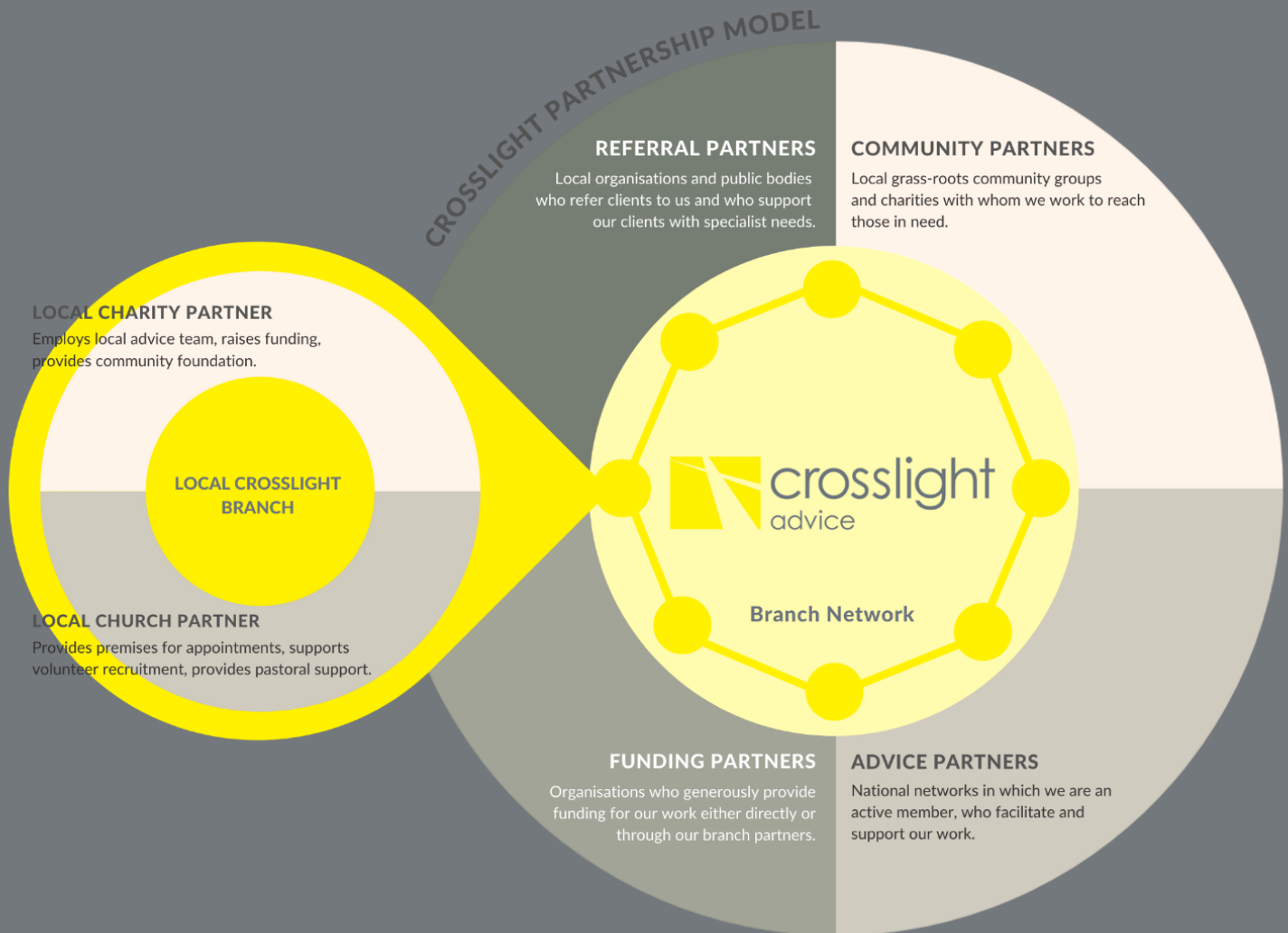
Our clients

Two in five (40%) of our debt clients have long-term physical or mental health problems

Almost **8 in 10** (79%) say their situation is adversely affecting their mental health

Two in five (39%) say their relationships with close family are in jeopardy due to debt

4. STRUCTURE



Our model is one of collaboration and partnership. We can only achieve lasting change with the support and participation of the communities we serve. The success of this approach is evident in the partnerships that support our branches. Each branch is run with the support of a local partner so we can reflect and respond to the needs of that local community. Our partners - churches or special-purpose charities with their own boards of trustees - raise funds and employ some of our branch staff. They provide local representation and accountability so that our branches are rooted in the communities they serve.

Our current branch partners are:

- West Kent Debt Advice
- St Paul's Money Advice Centre
- TW Money Advice Service
- Chiswick Money Advice Centre
- Holy Trinity Brompton church
- Pattern Church, Swindon
- Ascension Church, Balham
- Ealing Foodbank

5. GOVERNANCE & MANAGEMENT

Crosslight is a registered Charitable Incorporated Organisation which is governed by a constitution dated 17 July 2015.

Crosslight is governed by a Board of Trustees appointed by the existing trustees. All new trustees receive an induction to their role and the work of Crosslight. All trustees give their time voluntarily and receive no benefits from the charity.

The trustees operate two committees to coordinate and oversee specific aspects of our activities: People, and Risk & Compliance. A trustee sits on each committee alongside outside members who have particular knowledge and experience in these fields.

The day-to-day management of Crosslight is delegated to the Chief Executive, supported by a team of staff and volunteers.

Pay & Remuneration

Pay and remuneration for all staff including key management personnel is determined by the People Committee based on individual performance and appropriate benchmarking. The committee has an independent chair and includes a mix of trustees and outside members with relevant experience.

6. FINANCIAL REVIEW, RISK MANAGEMENT & RESERVES POLICY

Total incoming resources for the period amounted to £682,886 (2022: £727,216). Resources expended on charitable activities were £655,217 (2022: £640,396), as we continued to prudently expand our service capacity in light of ever-increasing demand. These figures include £95,489 of income received by Crosslight, and expenditure (by way of re-grants to our partners) that was ring-fenced to support some of our local branches (see note 7 to the Accounts below).

The trustees continue to review and assess the key operational, governance, compliance and financial risks faced by Crosslight. Risks to the charity are monitored by a Risk and Compliance Committee and appropriate action taken where necessary.

The principal financial risk is a cash flow deficit, should insufficient funds be raised. To this end, the trustees consider that free reserves should be equivalent to a minimum of six months of current expenditure. In making this determination, the trustees are also mindful of spending commitments over the ensuing six months.

The trustees consider that this provides sufficient flexibility to cover temporary shortfalls in incoming resources and will allow the charity to continue its work and respond to unforeseen events whilst remedial plans are implemented. Financial reserves are monitored monthly.

At December 2023, expenditure was averaging £54,000 a month and the reserves target was £324,000. The actual net free reserves at year end were £328,398.

7. FUNDING & SUPPORT

Our Fundraising & Engagement team grew in 2023 when we welcomed Richard, our Trusts & Foundation Fundraiser. This growth saw some great successes with Crosslight securing new support from a range of funders including The National Lottery Community Fund, the Charles Hayward Foundation, and the Swire Charitable Trust. We would also like to thank our regular funders The Henry Smith Charity, Garfield Weston, Benefact Trust, The Maurice & Hilda Laing Charitable Trust, the Society of the Holy Child Jesus, and the Points Family Trust for their continued support.

Alongside many other successes, 2023 saw the first London-wide Move4Change event successfully take place, our Swindon branch ran their first ever fundraising event Quiz4Crosslight, and our Christmas campaign 'Crosslight's Christmas Catalogue' had a positive impact upon our clients during a difficult festive period. We also saw increased engagement with our social media channels and quarterly newsletter.

We would like to extend our grateful thanks to the many individuals, companies, partners, churches, and trusts that have given so generously in support of Crosslight and our partners. It is only through the kindness of our supporters that our work can continue.



Provision of support

The trustees would also like to sincerely thank the churches in which many Crosslight branches are based, many of whom also support us financially:

St Paul's Hammersmith, Holy Trinity Brompton, United Emmanuel Tunbridge Wells, Greenford Baptist Church, St John's West Ealing, St Stephen's Shepherd's Bush, St Nicholas Chiswick, Vine Evangelical Church Sevenoaks, St John's Hampton Wick, St Mellitus Hanwell, St Dionis Fulham, HTB St Francis Dalgarno Way, St Stephens Twickenham, St Paul's Hounslow West, Tonbridge Baptist Church, Pattern Church Swindon, Ascension Balham, Good Shepherd Hounslow, New Park Road Baptist Clapham Park.

CLIENT STORY

“The support [Crosslight] provided was nothing short of miraculous”

“My journey with debt began unexpectedly. I had been working steadily when my world was rocked by my son's road traffic accident. At 27 years old, he sustained serious injuries, requiring my full-time care. Consequently, I had to give up my job to support him. With no income coming in, the bills began to pile up, and I felt lost in a sea of debt.

“It was during this overwhelming period that I spoke with a friend who recommended Crosslight. From that moment, I never looked back. The support they provided was nothing short of miraculous. They guided me through a maze of benefits and entitlements I never knew existed, offering me a lifeline when I felt suffocated by anxiety and depression.

“The weight of financial difficulty was suffocating, pushing me into a state of constant worry and despair. Simple necessities like water bills became sources of immense stress. However, with Crosslight's intervention, the burden began to lighten. They helped me navigate the complexities of government assistance, significantly reducing my water bill from £800 to a manageable £10 per month.

“I had to make very difficult decisions between basic necessities. Surviving on £270 a month seemed impossible until Crosslight stepped in. Their expertise and empathy allowed me to care for my son without sacrificing our basic needs.

“Crosslight didn't just offer financial assistance, but support and guidance that made the journey bearable, even amidst the challenges of caring for an injured loved one. Through their efforts, I gained access to benefits like Personal Independence Payment, which I was initially told I wasn't eligible for.

“Today, my perspective on life has transformed. I feel lighter, knowing there's a path forward and a team of dedicated professionals supporting me every step of the way. The burden of debt isn't hanging over me anymore.”

8. INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES FOR THE PERIOD ENDED 31 DECEMBER 2023

I report to the trustees on the accounts for the period ended 31.12.23 which are set out in the following pages.

Responsibilities and basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of ICAEW.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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



Colin Webster, ACA
27th May 2024

9. ANNUAL ACCOUNTS

The notes on the following pages form part of these financial statements.

9a. Statement of Financial Activities for the 12 months ended 31 December 2023

	Note	2023 Unrestricted £	2023 Restricted £	2023 Total £	2022 Total £
Income from					
Grants, donations, and gifts	3	£423,348	£145,659	£569,007	£578,323
Advice delivery agreements	3	£0	£106,807	£106,807	£143,575
Other, including paid-for services	3	£7,072	£0	£7,072	£5,318
Total income		£430,420	£252,466	£682,886	£727,216
Expenditure on					
Charitable activities	4	£327,951	£257,104	£585,055	£593,645
Fund-raising	5	£70,162	£0	£70,162	£46,751
Total expenditure		£398,112	£257,104	£655,217	£640,396
Net income / (expenditure)		£32,308	(£4,639)	£27,669	£86,820
Total funds at 1 st January 2023	8	£296,090	£107,158	£403,248	£316,428
Total funds at 31st December 2023	8	£328,398	£102,519	£430,917	£403,248

9b. Balance Sheet as at 31 December 2023

	Note	2023 Unrestricted £	2023 Restricted £	Total £	2022 Total £
Fixed Assets					
Tangible assets		£0	£0	£0	£0
Current Assets					
Debtors	9	£3,827	£8,750	£12,577	£4,533
Cash at bank and in hand		£381,474	£102,519	£483,993	£428,714
Total current assets		£385,301	£111,269	£496,570	£433,248
Less: liabilities due within 1 year	10	£46,903	£18,750	£65,653	£30,000
Net current assets				£430,917	£403,248
Total net assets				£430,917	£403,248
Funds					
Unrestricted funds				£328,398	£296,090
Restricted funds	11			£102,519	£107,158
Total funds				£430,917	£403,248

The financial statements were approved by the Board of Trustees on 6th June 2024 and signed on their behalf by:



Francis Ellison
Trustee (Chair)

Mark Farrar
Trustee (Treasurer)

9c. Notes to the Accounts

1. Accounting policies

A summary of principal accounting policies, all of which have been applied consistently throughout the year and the preceding year, is set out below:

a. Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

b. Critical accounting estimates and judgements

It is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements. The following judgements and estimates are considered by the trustees to have the most significant effect on amounts recognised in the financial statements: (i) the carrying amounts of assets and liabilities, which are based on the best and most reliable evidence available at the time the decisions are made and are based on historical experience and other factors that are considered to be applicable. Due to the inherent subjectivity involved in making such judgements, the actual results and outcomes may differ. These estimates are reassessed annually and amended where necessary to reflect current circumstances. (ii) the allocation of costs between activities, which is based on estimates of the resources used by each activity.

c. Funds

Unrestricted funds represent the funds of the charity that are not subject to any restrictions regarding their use and are available for general charitable activities at the discretion of the trustees.

Restricted funds represent those received for specific purposes as specified by the donors.

d. Income recognition

Charitable income is recognised on a cash received basis other than where an accruals basis provides a more accurate basis or will give a fairer representation of the underlying nature of the transaction. Income is recognised so far as there is entitlement to the income, there is certainty of its receipt, and the amount is quantifiable.

e. Expenditure Recognition

Resources expended are included in the Statement of Financial Activities on an accruals basis, inclusive of VAT which cannot be recovered.

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably.

Expenditure under £50 is accounted for on a cash paid basis. All other expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Expenditure on charitable activities includes all costs incurred by the charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.

f. Provisions

Provisions are recognised when there is a present obligation (legal or constructive) as a result of a past event, it is probable that the obligation will be required to be settled, and a reliable estimate can be made of the amount of the obligation. The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at the end of the reporting taking into account the risks and uncertainties surrounding the obligation. Provisions are discounted when the time value of money is material.

g. Financial instruments

Financial assets and liabilities are recognised when the charity becomes party to the contractual provisions of the financial instrument. The charity holds basic financial instruments which may comprise cash at bank, trade and other receivables and trade and other payables.

h. Financial assets and liabilities – classified as basic financial instruments

(i) Cash at bank and in hand

Cash at bank and in hand includes cash in hand, deposits held with banks, and other short-term highly liquid investments with original maturities of three months or less.

(ii) Other receivables

Other receivables are initially recognised at the transaction price, including any transaction costs. Amounts that are receivable within one year are measured at the undiscounted amount of the cash expected to be received.

(iii) Other payables

Other payables are initially measured at the transaction price, including any transaction costs, and subsequently measured at amortised cost using the effective interest method. Amounts that are payable within one year are measured at the undiscounted amount of the cash expected to be paid.

i. Going concern

After making enquiries, the trustees believe that Crosslight has adequate resources to continue in operational existence for the foreseeable future. For this reason, the trustees have continued to adopt the going concern basis in preparing the financial statements.

j. Cashflow statement

The charity has taken advantage of the exemption under FRS 102 from producing a cash flow statement on the grounds that it is a small entity.

k. Depreciation

Fixed assets are stated at cost less accumulated depreciation. Depreciation is provided at 33% per annum to write off the cost, less estimated residual value, of each asset over its expected useful life. Only assets costing more than £1,000 are capitalised.

2. Comparative Statement of Financial Activities for 2022

The following table analyses **2022's** income and expenditure between unrestricted and restricted funds.

	2022 Unrestricted £	2022 Restricted £	2022 Total £
Income from			
Grants, Donations, and gifts	£362,031	£216,292	£578,323
Advice delivery agreements	£0	£143,575	£143,575
Other, including paid-for services	£5,318	£0	£5,318
Total income	£367,349	£359,867	£727,216
Expenditure on			
Charitable activities	£303,374	£290,271	£593,645
Fund-raising	£46,751	£0	£46,751
Total expenditure	£350,125	£290,271	£640,396
Net income / (expenditure)	£17,224	£69,596	£86,820
Total funds at 1 st January 2022	£278,866	£37,562	£316,428
Total funds at 31st December 2022	£296,090	£107,158	£403,248

3. Grants and donations

	Unrestricted £	Restricted £	2023 £	2022 £
Grants, donations and gifts breakdown				
Trusts and foundations				
Henry Smith Charity		£39,000	£39,000	£97,300
Society of the Holy Child Jesus	£10,000		£10,000	£24,000
The Better Way Foundation	£40,417		£40,417	£25,000
Walcot Foundation		£24,365	£24,365	£29,365
Garfield Weston	£4,167		£4,167	£30,000
Tudor Trust			£0	£20,000
Vintners Foundation			£0	£4,500
Benefact Trust		£17,000	£17,000	£50,000
National Lottery Awards for All			£0	£9,871
The Maurice & Hilda Laing Trust		£18,935	£18,935	£12,500
Souter Charitable Trust	£10,000		£10,000	£0
Ealing Foodbank	£60,000		£60,000	£0
Charles Hayward Charitable Trust		£10,000	£10,000	£0
People's Postcode Trust			£0	£12,756
Other	£1,000		£1,000	£10,000
	£125,583	£109,300	£234,883	£325,292
Corporate (philanthropic)	£2,550	£0	£2,550	£2,294
Partner charities' contribution	£238,663	£0	£238,663	£183,524
Individuals (incl. Gift Aid)	£48,125	£29,639	£77,764	£57,821
Other	£8,427	£6,720	£15,146	£9,392
	£423,348	£145,659	£569,007	£578,323
Advice delivery agreements				
Local Authority	£0	£93,077	£93,077	£137,854
Other	£0	£13,730	£13,730	£5,721
	£0	£106,807	£106,807	£143,575
Other				
Paid-for services	£7,072	£0	£7,072	£5,318
	£7,072	£0	£7,072	£5,318

During 2023, Crosslight was awarded several multi-year grants and received funding from other multi-year grants awarded in previous years. These were:

Funder	Total awarded	No. of years of award	Year first awarded	£ applied in 2023
Henry Smith Charity	£106,607	3	2022	£39,000
The Better Way Foundation	£25,000	3	2021	£25,000
Walcot Foundation	£73,095	3	2022	£24,365
Benefact Trust	£67,000	2	2022	£17,000
Edenbridge Foodbank	£41,190	3	2022	£13,730

The totals in note 3 above exclude income received directly by our branch partners for their own costs in support of the work of Crosslight - see note 7.

4. Expenditure on charitable activities

	2023 £	2022 £
Staff costs (see note 6)	£434,004	£424,552
Regulatory, insurance & professional	£4,276	£3,466
Infrastructure, IT, and operational support costs	£33,732	£27,634
Training and recruitment	£12,140	£16,418
Financial Capability programme costs	£10,369	£3,839
Grants to support local branches (see note 7)	£83,333	£114,985
Grants to service users	£6,467	-
Other	£735	£2,752
	£585,055	£593,646

5. Fund-raising expenditure

	2023 £	2022 £
Staff costs (see note 6)	£60,474	£43,439
Other costs	£9,687	£3,311
	£70,162	£46,750

6. Staff Costs Breakdown

	2023 £	2022 £
Wages and salaries	£438,687	£415,256
National insurance	£32,148	£33,820
Employer Pension	£20,139	£16,469
Other staff costs	£3,504	£2,446
	£494,478	£467,991

The number of Crosslight-employed staff at year end was 19 (14.2 FTE) employed as follows:

	As at 31.12.23	As at 31.12.22
Full time staff	8	9
Part time staff	11 (6.2 FTE)	9 (4.7 FTE)

No employee earned more than £60,000 during the year.

These figures do not include Crosslight staff employed by our partners (see note 7).

7. Local Branch Partners

Crosslight works in collaboration with a number of close Branch Partners - independent charities or churches - who directly support the work of our local branches. Several of these Branch Partners directly employ some of the advisers who work in our local branches, who are then managed by Crosslight as Agents. This collaborative approach ensures that each of our branches is rooted in the communities they serve. Consequently, some grants and donations made to Crosslight which are restricted to support a particular branch or location, are utilised by our Branch Partners to meet the costs of the locally employed staff working for Crosslight as Agents.

	2023	2022
Income received by Crosslight for local branches, which has been allocated to a partner charity	£95,489	£114,985

In addition, our Branch Partners raise funding directly themselves to meet the costs they incur in support this partnership work.

	2023	2022
Total expenditure by Branch Partners on the activities of Crosslight (including locally employed advice staff)	£337,268	£285,467

Branch Partners who directly employed Crosslight staff in 2023

- St Paul's Money Advice Centre
- TW Money Advice Service
- West Kent Debt Advice
- Chiswick Money Advice Service
- Ascension Church, Balham
- Holy Trinity Brompton Church
- Pattern Church, Swindon

	As at 31.12.23	As at 31.12.22
Full time Crosslight staff employed by our Branch Partners	3	3
Part time Crosslight staff employed by our Branch Partners	11 (7.3 FTE)	11 (6.7 FTE)

8. Movement in funds

	At 1st Jan 2023 £	Incoming resources £	Outgoing resources £	On 31st Dec 2023 £
Restricted funds	£107,158	£252,466	£257,104	£102,519
Unrestricted funds	£296,090	£430,420	£398,112	£328,398
Total funds	£403,248	£682,886	£655,217	£430,917

9. Debtors

	2023 £	2022 £
Prepayments	£3,591	£4,090
Other debtors	£8,750	£0
Gift Aid recoverable	£236	£444
	£12,577	£4,533

10. Liabilities due within one year
2023
£

2022
£

Unrestricted income received in advance

Society of the Holy Child Jesus	£10,000
Betterway Foundation	£14,583
Garfield Weston	£20,833
Swire Charitable Trust	£10,000

£55,417 £30,000
£10,236 £0

Other creditors and accruals

£65,653	£30,000
----------------	----------------

11. Restricted funds analysis
Current Year 2023

Brought forward	Income	Expenses	Carried forward
£	£	£	£

Restricted projects (Advice Provision)	£28,577	£39,000	£48,077	£19,500
Work within specified areas				
Hammersmith	£0	£63,077	£41,750	£21,327
Lambeth	£12,940	£24,365	£24,365	£12,940
Edenbridge	£0	£13,730	£10,298	£3,433
Hounslow	£19,922	£30,000	£49,922	£0
Specified Projects (IT and operations)	£43,731	£17,000	£47,712	£13,019
Specified Projects (Training)	£1,987	£18,935	£7,599	£13,323
Specified projects (vulnerable women)	£0	£10,000	£0	£10,000
Donations allocated to partners	£0	£29,639	£20,915	£8,724
Grants to service users	£0	£6,720	£6,467	£253

£107,157	£252,466	£257,104	£102,518
-----------------	-----------------	-----------------	-----------------

Restricted funds analysis
Prior Year 2022

Brought forward	Income	Expenses	Carried forward
£	£	£	£

Specified salaries	£26,632		£26,632	£0
Restricted projects (Advice Provision)		£97,300	£68,723	£28,577
Specified projects (Financial Capability)	£10,930	£12,756	£23,686	£0
Specified projects (London)		£4,500	£4,500	£0
Specified projects with partners				
Hammersmith		£35,000	£35,000	£0
Lambeth		£29,365	£16,425	£12,940
Edenbridge		£5,721	£5,721	£0
Hounslow		£102,854	£82,932	£19,922
Specified Projects (IT and operations)		£59,871	£16,140	£43,731
Specified Projects (Training)		£12,500	£10,513	£1,987

£37,562	£359,867	£290,271	£107,157
----------------	-----------------	-----------------	-----------------

12. Related party transactions

The following trustees or key management personnel (KMP) were connected to people or organisations that either received funds from or made donations to Crosslight.

Trustee or KMP	Related position	Related party transaction
Jean Moorhouse Trustee	Trustee of TW Money Advice Service (TWMAS)	See note 7
Francis Ellison Trustee	Trustee of St Paul's Money Advice Service (SPMAC)	See note 7
Nick Lines Trustee	Trustee of Chiswick Money Advice Centre (CMAC) Trustee of St Nicholas church, Chiswick	See note 7 St Nicholas provided free premises from which the charity operated
Paul Crouch Trustee	Trustee of West Kent Debt Advice (WKDA)	See note 7
Patricia Dhar Trustee (until 20.6.23)	Member of staff at Holy Trinity Brompton church (HTB)	See note 7
Suzanne Day Trustee (from 20.6.23)	Member of staff at Holy Trinity Brompton church (HTB)	See note 7

No trustees received any remuneration from the charity during the year.

During 2023, Crosslight received £2.040 donations from Trustees.

Crosslight Advice is a registered Charitable Incorporated Organisation (charity no. 1163306) and is authorised and regulated by the Financial Conduct Authority (registration no. 715066). Crosslight is part of the Community Money Advice network of debt advice agencies and a member of AdviceUK. Crosslight holds the Advice Quality Standard.

CROSSLIGHT ADVICE

England & Wales - Charity number 1163306

Accounts



crosslight
advice

Registered Charity No. 1163306

Trustees' report and accounts

12 months to
31 December 2022



CONTENTS

1. Welcome	03
2. Mission & Purpose	03
3. Activities, Achievements & Performance	04
4. Structure	08
5. Governance & Management	09
6. Financial Review, Risk Management & Reserves Policy	09
7. Funding & Support	10
8. Independent Examiner's report to the trustees	13
9. Annual Accounts	
a. Statement of Financial Activity	14
b. Balance Sheet	15
c. Notes to the Accounts	16

CHARITY INFORMATION

Charity number

1163306

FCA registration number

715066

Registered office and principal address

HTB Brompton Road, London,
SW7 1JA

Trustees

Martin Duffy (until 17.7.22)
Francis Ellison (Chair)
Mark Farrar (Treasurer)
Nick Lines
Paul Crouch
Seonaid Mackenzie
Patricia Dhar (from 17.03.22)
Jean Moorhouse (from 28.11.22)

Bankers

Cooperative Bank plc, PO Box 101,
Balloon Street, Manchester, M60 4EP

Independent examiner

Colin Webster, ACA

1. WELCOME



Francis Ellison
Trustee Chair

Welcome to our 2022 Trustees' Report and Accounts. We hope that the following pages give a useful summary of the life-changing work that the charity has undertaken during the year.

For Crosslight, and in particular for those we support, 2022 was tough! More people than ever before found themselves struggling as the cost-of-living crisis forced many to make impossible choices. And against a difficult backdrop in terms of charity funding, we had to work hard to increase our capacity.

Full credit must go to our staff, volunteers, and those who supported us financially, that we were able to help record numbers of clients. As we look ahead to 2023, huge challenges remain, and even greater numbers will need our support. We will again rise to the challenge, and ensure we live up to our vision of 'Restoring Dignity, Renewing Hope'.

2. MISSION & PURPOSE

Crosslight works to lift people out of poverty and help them build a better future. With locations throughout London and the South, we work with some of the most marginalised and vulnerable in society. We do this through programmes providing comprehensive debt & benefits advice, building financial resilience through money education and budget coaching, and mentoring clients with open-ended holistic support.

Our approach is deeply personal, taking individual needs and capabilities into account to meet each person at their point of need. Our service is set up to enable us to walk alongside our clients over the long term if necessary to achieve lasting change.

Through our team of dedicated staff and volunteers, we have helped thousands of people in hardship since we were founded in 2009. Our holistic, person-centred approach supports the most vulnerable and consequently most of our clients are facing long-term physical or mental health problems, addiction struggles, or complex social and family issues.

Crosslight's purposes as set out in the objects of its constitution are:

"The prevention or relief of poverty for the public benefit, in particular but not exclusively by providing money management and debt counselling advice to those in financial hardship."

We refer to the Charity Commission's general guidance on public benefit when reviewing the objectives and aims of Crosslight and in planning future activities.

3. ACTIVITIES, ACHIEVEMENTS & PERFORMANCE IN 2022

Advise

We provide comprehensive debt and benefit advice, focusing on the unique circumstances of each individual. Our end-to-end support includes in-depth casework for the most vulnerable. We act as advocates for our clients to ensure their voices are heard, intermediating on their behalf if required. Our approach is to journey with our clients and support them each step of the way, working at their pace and adapting to their individual needs and abilities. Our open-ended support is available for as long as is needed.

Equip

A key part of our mission is to create lasting change so that our clients can face the future with more confidence, better equipped to meet their full potential. We do this through one-to-one budget coaching and our Money Course workshops – both face-to-face and online. We help clients look beyond the immediate crisis and work with them to build resilience over the long-term. Our programmes are designed to help clients understand their own finances and teach them simple budgeting skills they can apply day to day.

Encourage

We know that debt and financial difficulty are often symptoms of a deeper problem. We work hard to support clients through their difficulties and empower them to turn their lives around. We achieve this by taking a 'whole-person' approach which includes mentoring, befriending, social engagement and encouragement. Our advisers and coaches initiate this support on a case-by-case basis, and past examples have included helping with job applications, housing issues, and support with family life.

Resourcing Others

As well as providing services directly to our clients, we also build community, and support those in need beyond our catchment areas. We do this by offering our Money Course and money education programmes to other organisations and community groups to use for their own service users. Our Money Course Leader's Hub provides online training and support, as well as full access to all our resources and videos so that our workshops can be run wherever there is a need. Likewise our free, online Budget Builder (web and app) complements the Money Course and enables anyone to build their own household budget and use it to manage their money more effectively day-to-day.

2022 has been another very challenging year for Crosslight. Emerging from the pandemic we were plunged straight into a cost-of-living crisis, with profound consequences for our clients. With the unwavering support of our incredible team of staff and volunteers, we were able to help more people, and in more locations, than ever before.

Advice



Bruce Connell
Chief Executive

During the year we supported over 2,200 individuals, collectively representing over 3,600 family members and children impacted by our help and advice. We continued our strategy of opening satellite locations to ensure our services are accessible to those who need our support. We opened 10 new sites, including our first satellite in Lambeth, three new locations in Kent, and several new sites in Hounslow and Ealing.

We increased the support available for clients with benefit issues. As well as providing additional technical training to our debt advisers, our Welfare Rights Lead helped 124 new clients, including with 40 Mandatory Reconsiderations and 22 tribunal appeals. These actions contributed towards over £1.3m of annualised income gains achieved for our clients.

Financial Capability



Lorelei Freeman
Financial Capability Lead

Money Course: The course has gone from strength to strength, running live online twice per month via Zoom, and once per term in person in most of our branches. The course is also available 24/7 in an online 'self-led' form which can be undertaken independently. During 2022, over 500 individuals completed the course, and 95% told us that they felt 'better equipped' to manage their money as a result.

Cost of Living Toolkit (COLT): In the autumn we launched our new COLT workshops – aimed initially at Crosslight clients, this focuses on the cost-of-living crisis, including rising energy costs, and supports clients to take action and access help to address the issues they are facing. Following attendance at a COLT workshop, clients are matched with a Budget Coach, who works with them one-to-one to identify their priorities and support them to reach their money management goals.

Paid-for resources: Another big success for our Financial Capability work has been our expansion of the paid-for services we offer to organisations, to enable them to equip others with Money Skills. Building on our popular Money Course Leaders' Hub (we started charging for this in May '22, and 66 organisations signed up over the year), and our Bespoke Money Course option, we have added more workshops to our range. These include our Financial First Aid workshop and our bespoke COLT. Revenue raised enables us to continue our free Money Course and Budget Coaching programmes for those who need them most.

Central Services



Andrew Toynbee
Head of Operations

2022 was a transformative year for Crosslight Advice. Crosslight's IT infrastructure was transferred from one of our church partners, who have generously supported us so far, to our own system. The migration, which included over a hundred users with individual phone lines, happened over a weekend with no interruption to front-line operations. This opens up enhanced possibilities for client engagement and has allowed Crosslight to put improved policies in place to make our IT estate more secure.

2022 in numbers

Over **2,200** clients supported (over **3,600** family members)

4,791 appointments held

Over **£1.3m** of annualised income gains for clients including grants and benefits

Over **£1.8m** of unpayable debt write-offs secured for clients

Over **500** sign-ups for the Money Course online, face-to-face, and self-led

66 new external organisations signed up to the Money Course Leaders Hub to run courses in their own communities

Welcomed the **5,000th** user our online Budget Builder (now 5,200+)

New **Cost of Living Toolkit** workshop launched

As part of the IT migration, and thanks to the incredible support of the Benefact Trust, we were able to upgrade our IT hardware. Equipping our front-line team with high quality technology ensures an efficient and professional service.

Last year saw record numbers of individuals wanting to access our service, with our Advice Services team handled 2244 new enquiries from individuals seeking advice. New enquiries in 2022 were 70% higher than pre-pandemic levels (2019) and have been rising steadily over the last two years - average enquiries each quarter in 2022 were more than 35% higher than at the start of last year (2021). As we navigated out of the pandemic, we increased the proportion of face-to-face appointments from 35% in 2021, to 57% in 2022. Looking forward, we expect to hold over 5000 appointments in 2023, and we will continue to encourage clients to attend more appointments by video or in person, so they can feel better supported and case progress will be more efficient.

People



Tanya Lowe
People Manager

2022 has been another exciting year for Crosslight in terms of recruitment and development of our staff and volunteers. We recruited 10 new staff and 44 volunteers. We continued to upskill our team with 34 undertaking Debt Advisor training, 10 gaining Debt Advisor accreditation and four completing the next step to Case Manager status.

We have continued to expand internal training with the successful launch of our popular Crosslight Learning Academy. We delivered 14 sessions on a range of interpersonal and technical topics ranging from welfare benefits to coaching skills. Building on this success, we have planned our 2023 curriculum which will offer 15 more sessions focusing on Advice Skills, Leadership Development, and Mental Health and Wellbeing. Our curriculum has been tailored to take account of the results of our first team Wellbeing Survey in the summer.

Our clients

Our clients told us that in the months leading up to their first appointment...

Half (51%) have had to cut down or go without food

Two in five (40%) of our debt clients have long-term physical or mental health problems

Two in three (66%) of our debt clients are struggling to pay their rent and are facing possible eviction

Almost **8 in 10** (79%) say their situation is adversely affecting their mental health

Half say their family relationships are in jeopardy due to debt

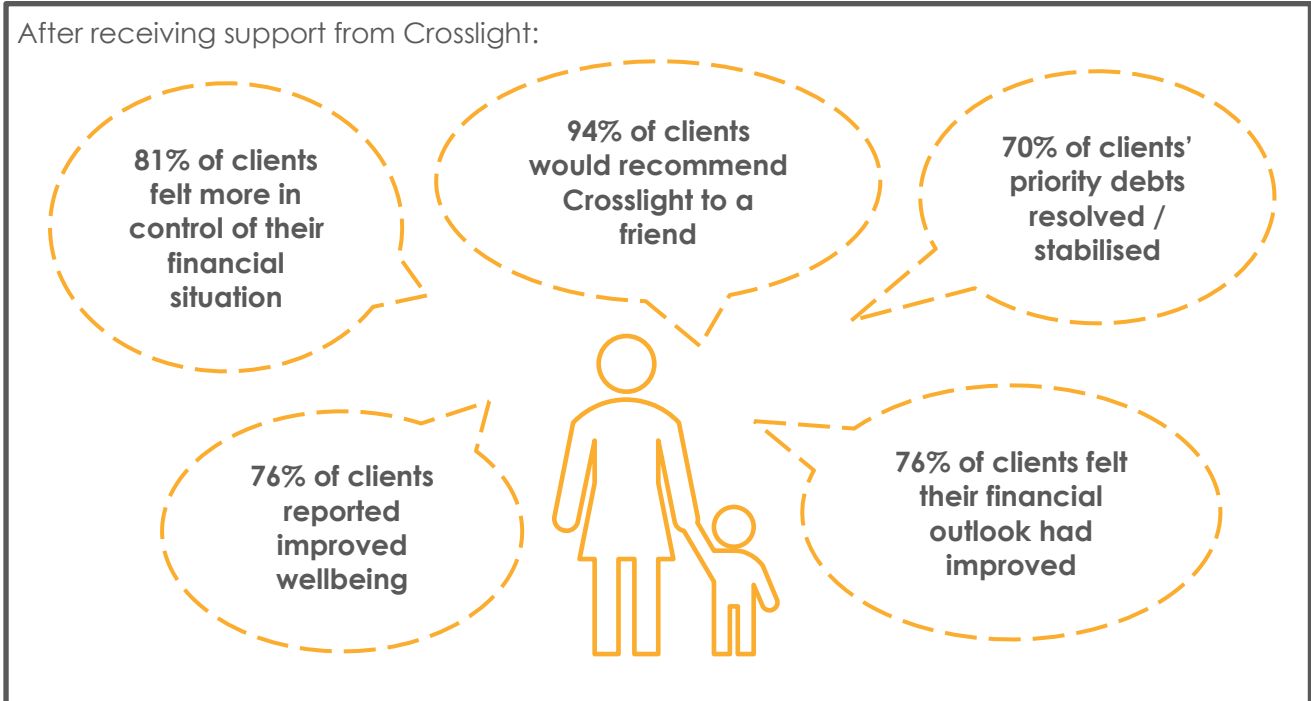
Energy Crisis

2 in 3 (66%) of our advice clients in 2022 had fallen into fuel arrears as prices rocketed

2 in 5 (40%) had to go for periods without heating altogether

We ran our first Team Investment Week offering several learning and development opportunities for our team each day. This included external expert speakers on Building Resilience and Coaching Skills. We continue to expand and diversify our training provision as our team grows.

The Impact of our work



Our Unique Approach

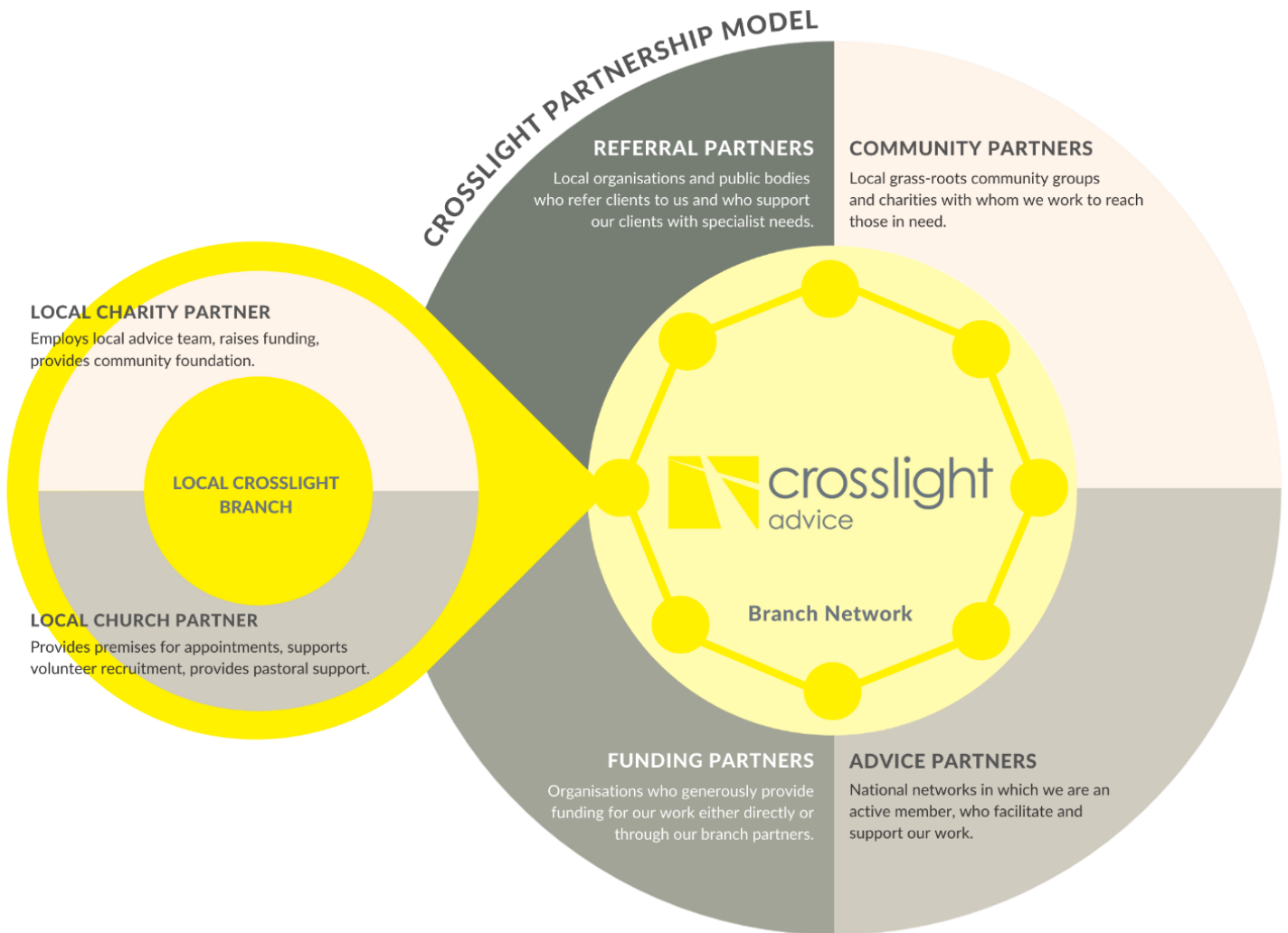
Personal not prescriptive – much advice delivery is becoming more generic, with a focus on information rather than individual advice. In contrast, our service is tailored to the individual, meeting them at their point of need and working at their pace. Our service is flexible and adapts to the needs of each individual.

Outcomes not volumes – many agencies are more focused on meeting volume targets. In contrast, although we seek to help as many as possible, we are not driven by numbers. We want to ensure all our clients get the support they need to move beyond a current crisis. We are therefore more interested in the progress of each individual, rather than showing off our client volumes.

Time to give not timed-out – many advice providers are time-limited in the support they give. In contrast, we support some of the most vulnerable in our communities, many of whom struggle with very complex circumstances. We therefore support our clients for as long as they need to remain engaged with us.

Big picture not just the big problem – most of our clients come to us at a point of crisis, often with a number of issues where they need support. Our first task is to help them with these urgent problems. But where we can, we will go further, to look at the big picture beyond the immediate crisis and support our clients as they deal with the underlying causes of their difficulties.

4. STRUCTURE



Our model is one of collaboration and partnership. We can only achieve lasting change with the support and participation of the communities we serve. The success of this approach is evident in the partnerships that support our branches. Each branch is run with the support of a local partner so we can reflect and respond to the needs of each community. Our partners - churches or local special-purpose charities with their own boards of trustees - raise funds to resource our branches and employ some of our branch staff. They also provide local representation and accountability so that our branches are rooted in the communities they serve.

Our current branch partners are:

- West Kent Debt Advice
- St Paul's Money Advice Centre
- TW Money Advice Service
- Chiswick Money Advice Centre
- Holy Trinity Brompton church
- Pattern Church, Swindon
- Ascension Church, Balham
- Ealing Foodbank

5. GOVERNANCE & MANAGEMENT

Crosslight is a registered Charitable Incorporated Organisation which is governed by a constitution dated 17 July 2015.

Crosslight is governed by a Board of Trustees appointed by the existing trustees. All new trustees receive an induction to their role and the work of Crosslight. All trustees give their time voluntarily and receive no benefits from the charity.

The trustees operate three committees to coordinate and oversee specific aspects of our activities: People, Compliance, and Fundraising. A trustee sits on each committee alongside outside members who have particular knowledge and experience in these fields.

The day-to-day management of Crosslight is delegated to the Chief Executive, supported by a team of staff and volunteers.

Pay & Remuneration

Pay and remuneration for all staff including key management personnel is determined by the People Committee based on individual performance and appropriate benchmarking. The committee has an independent chair and includes a mix of trustees and outside members with specialist skills.

6. FINANCIAL REVIEW, RISK MANAGEMENT & RESERVES POLICY

Total incoming resources for the period amounted to £727,216, an increase of 37% on 2021. Resources expended on charitable activities were £640,395, up 36% on the previous year, as we continued to prudently expand our service capacity in light of ever increasing demand. These figures include £114,985 of income received by Crosslight, and expenditure (by way of grants to our partners) that was ring-fenced to support some of our local branches (see note 7 to the Accounts below).

The trustees continue to review and assess the key operational, governance, compliance and financial risks faced by Crosslight. Risks to the charity are monitored by a Risk and Compliance Committee and appropriate action taken where necessary.

The principal financial risk is a cash flow deficit, should insufficient funds be raised. To this end, the trustees consider that free reserves should be equivalent to a minimum of six months of current expenditure. In making this determination, the trustees are also mindful of spending commitments over the ensuing six months.

The trustees consider that this provides sufficient flexibility to cover temporary shortfalls in incoming resources and will allow the charity to continue its work and respond to unforeseen events whilst remedial plans are implemented. Financial reserves are monitored monthly.

At December 2022, expenditure was averaging £50,000 a month and the reserves target was £300,000. The actual net free reserves at year end were £296,090.

7. FUNDING & SUPPORT



Laura McIntee-Fowler
Fundraising & Engagement Lead

We saw some great fundraising successes in 2022. Laura joined our team in April as Crosslight's new Fundraising & Engagement Lead, with a remit to diversify and expand our fundraising and communications.

Amongst many new initiatives, we ran our first ever Christmas campaign, grew individual giving income and saw an increase in positive interactions across our social media platforms. We also partnered with Run for Charity, giving our supporters places in hundreds of Challenge Events, and plans are underway for Crosslight-wide fundraising events in 2023.

Our regular funders, such as The Henry Smith Charity, Garfield Weston, and the Points Family Trust, continued to give graciously in 2022. Alongside this, we were able to secure funding from new partners such as The Benefact Trust, SHCJ, Vintners Foundation and The Maurice & Hilda Laing Charitable Trust. We look forward to these new relationships flourishing in the future. In 2023, we will be adding to our fundraising team to ensure our income continues to support the growing demand from our clients and the communities we serve.

We are very grateful to the many individuals, companies, partners, churches, and trusts that have given so generously in support of Crosslight and our partners. It is only through the kindness of our supporters that our transformational work can continue.



Provision of support

The trustees would also like to sincerely thank the churches in which many Crosslight branches are based, many of whom also support us financially:

St Paul's Hammersmith, Holy Trinity Brompton, United Emmanuel Tunbridge Wells, Greenford Baptist Church, St John's West Ealing, St Stephen's Shepherd's Bush, St Nicholas Chiswick, Vine Evangelical Church Sevenoaks, St John's Hampton Wick, St Mellitus Hanwell, St Dionis Fulham, HTB St Francis Dalgarno Way, St Stephens Twickenham, St Paul's Hounslow West, Tonbridge Baptist Church, Pattern Church Swindon, Ascension Balham, Good Shepherd Hounslow, New Park Road Baptist Clapham Park.

CLIENT STORY

“Debt was an anchor that held me down under the water, I was drowning.”

Ryan (name changed) shares the difficult journey he has been on over the last few years, and how he found help through Crosslight to get back on his feet and into work.

If it wasn't for Crosslight, I don't know where I would be today. It doesn't even bear thinking about - I was heading to such a dark place, a really dark place. **Crosslight were literally lifesavers. Their care, advice, and patience literally saved my life.**

Things were really difficult, and I became homeless for about a year. It really knocked me for six, I was struggling day-to-day. I was living on under £7 a day if I was lucky. I eventually managed to find housing, but I was only just keeping my head above water and the unpaid bills just piled up. **It got to the point that every day was just so debilitating, I was like the walking dead.**

I was connected to Crosslight through my GP. I went to my first appointment and broke down. The stress I had been carrying every day, debt really is such a heavy burden to carry. Everything is coloured by it. It felt like I was in jail.

The team are very clued up on how people can get by month to month and how you can start taking pressure off yourself. For example, I couldn't really afford my medication each month, but Crosslight helped organise for me to get it covered. And I was terrified of becoming homeless again, but **Crosslight helped me get Universal Credit so I could keep my home, which was a huge thing for me.**

After some time, it was clear that I needed to apply for bankruptcy, but there was no way I could have afforded the £680 fee – Crosslight raised it for me. For all the time I was struggling in debt, I couldn't seem to make my life work. **Debt was an anchor that held me down under the water, I was drowning. It's all very physical.** When you clear that anchor, you can swim to the surface and breathe again. This means that other things can happen, life can happen. **Within the space of a week of the bankruptcy, I managed to get a full-time job.** I don't think it would have happened if I had not gone through the bankruptcy, it had to happen in that way.

There are so many aspects of my life that Crosslight helped with. When I think back to how I was before, constantly stressing about money every day, waking up in the middle of the night worrying. I compare this to how I am now, and it is chalk and cheese. Every single month I am getting stronger and stronger. Debt is such a cruel aspect to life, and it really hits the poorest the hardest.

As I am coming to the end of this dark period of my life and coming into the light, **Crosslight have also helped with budgeting support. I am being helped with budgeting on my current wages** as this is the first time I've had income that wasn't going straight onto debt or other living costs. I always ended up short each month, which now no longer happens. I can now manage.

There is a lot of fear attached to debt. If I didn't have people like my debt adviser, I wouldn't have been able to navigate through it. **I am a different person today.** Before I wouldn't talk to anyone. Now I'm talking to strangers, walking down the street and smiling. **There are benefits to society when people come out of debt, relationships blossom when they couldn't have before.**

I wish that I could tell the world about Crosslight because they are amazing.

8. INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES FOR THE PERIOD ENDED 31 DECEMBER 2022

I report on the accounts for the period ended 31.12.22 which are set out in the following pages.

Respective responsibilities of trustees and independent examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed. It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

I am qualified to undertake this examination by being a qualified member of the ICAEW.

In connection with my examination, no matter has come to my attention which gives me reasonable cause to believe that in any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the requirements of Charities (Accounts and Reports) regulations 2008.

I have no concerns and have come across no matters to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Colin Webster, ACA

Date: 10th March 2023

9. ANNUAL ACCOUNTS

The notes on the following pages form part of these financial statements.

9a. Statement of Financial Activities for the 12 months ended 31 December 2022

	Note	2022 Unrestricted £	2022 Restricted £	2022 Total £	2021 Total £
Income from					
Grants, Donations and gifts	3	£362,031	£216,292	£578,323	£492,130
Advice delivery agreements	3	£0	£143,575	£143,575	£37,195
Other, including paid-for services	3	£5,318	£0	£5,318	£1,514
Total income		£367,349	£359,867	£727,216	£530,839
Expenditure on					
Charitable activities	4	£303,374	£290,271	£593,645	£426,961
Fund-raising	5	£46,751	£0	£46,751	£43,871
Total expenditure		£350,125	£290,271	£640,395	£470,832
Net income / (expenditure)		£17,224	£69,596	£86,820	£60,007
Total funds at 1 st January 2022	8	£278,866	£37,562	£316,428	£256,421
Total funds at 31st December 2022	8	£296,090	£107,158	£403,248	£316,428

9b. Balance Sheet as at 31 December 2022

	Note	£	2022 £	£	2021 £
Fixed Assets					
Tangible assets		-		-	
Current Assets					
Debtors	9	4,533		2,260	
Cash at bank and in hand		428,714		341,199	
Total current assets		433,248		343,459	
Less: liabilities due within 1 year	10	30,000		27,031	
Net current assets			403,248		316,428
Total net assets	11		403,248		316,428
Funds					
Unrestricted funds			296,090		278,866
Restricted funds	13		107,158		37,562
Total funds			403,248		316,428

The financial statements were approved by the Board of Trustees on 16th March 2023 and signed on their behalf by:



Francis Ellison
Trustee (Chair)



Mark Farrar
Trustee (Treasurer)

9c. Notes to the Accounts

1. Accounting policies

A summary of principal accounting policies, all of which have been applied consistently throughout the year and the preceding year, is set out below:

a. Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

b. Critical accounting estimates and judgements

It is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements. The following judgements and estimates are considered by the trustees to have most significant effect on amounts recognised in the financial statements: (i) the carrying amounts of assets and liabilities, which are based on the best and most reliable evidence available at the time when the decisions are made and are based on historical experience and other factors that are considered to be applicable. Due to the inherent subjectivity involved in making such judgements, the actual results and outcomes may differ. These estimates are reassessed annually and amended where necessary to reflect current circumstances. (ii) the allocation of costs between activities, which is based

on estimates of the resources used by each activity.

c. Funds

Unrestricted funds represent the funds of the charity that are not subject to any restrictions regarding their use and are available for general charitable activities at the discretion of the trustees

Restricted funds represent those received for specific purposes as specified by the donors.

d. Income recognition

Charitable income is recognised on a cash received basis other than where an accruals basis provides a more accurate basis or will give a fairer representation of the underlying nature of the transaction. Income is recognised so far as there is entitlement to the income, there is certainty of its receipt, and the amount is quantifiable.

e. Expenditure Recognition

Resources expended are included in the Statement of Financial Activities on an accruals basis, inclusive of VAT which cannot be recovered.

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably.

Expenditure under £50 is accounted for on a cash paid basis. All other expenditure is accounted for on an accruals basis and

has been classified under headings that aggregate all cost related to the category.

Expenditure on charitable activities includes all costs incurred by the charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.

f. Provisions

Provisions are recognised when there is a present obligation (legal or constructive) as a result of a past event, it is probable that the obligation will be required to be settled, and a reliable estimate can be made of the amount of the obligation. The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at the end of the reporting taking into account the risks and uncertainties surrounding the obligation. Provisions are discounted when the time value of money is material.

g. Financial instruments

Financial assets and liabilities are recognised when the charity becomes party to the contractual provisions of the financial instrument. The charity holds basic financial instruments which may comprise cash at bank, trade and other receivables and trade and other payables.

h. Financial assets and liabilities – classified as basic financial instruments

(i) Cash at bank and in hand

Cash at bank and in hand includes cash in hand, deposits held with banks, and other short-term highly

liquid investments with original maturities of three months or less.

(ii) Other receivables

Other receivables are initially recognised at the transaction price, including any transaction costs. Amounts that are receivable within one year are measured at the undiscounted amount of the cash expected to be received.

(iii) Other payables

Other payables are initially measured at the transaction price, including any transaction costs, and subsequently measured at amortised cost using the effective interest method. Amounts that are payable within one year are measured at the undiscounted amount of the cash expected to be paid.

i. Going concern

After making enquiries, the trustees believe that Crosslight has adequate resources to continue in operational existence for the foreseeable future. For this reason, the trustees have continued to adopt the going concern basis in preparing the financial statements.

j. Cashflow statement

The charity has taken advantage of the exemption under FRS 102 from producing a cash flow statement on the grounds that it is a small entity.

k. Depreciation

Fixed assets are stated at cost less accumulated depreciation. Depreciation is provided at 33% per annum to write off the cost, less estimated residual value, of each asset over its expected useful life. Only assets costing more than £1,000 are capitalised.

2. Comparative Statement of Financial Activities for 2021

The following table analyses 2021's income and expenditure between unrestricted and restricted funds.

	2021 Unrestricted £	2021 Restricted £	2021 Total £
Income from			
Grants, Donations, and gifts	£295,487	£196,643	£492,130
Advice delivery agreements	£37,195	-	£37,195
Other, including paid-for services	-	£1,514	£1,514
Total income	£332,682	£198,157	£530,839
Expenditure on			
Charitable activities	£214,801	£212,160	£426,961
Fund-raising	£43,871	-	£43,871
Total expenditure	£258,672	£212,160	£470,832
Net income / (expenditure)	£74,010	(£14,003)	£60,007
Total funds at 1 st January 2020	£204,856	£51,565	£256,421
Total funds at 31st December 2020	£278,866	£37,562	£316,428

3. Grants and donations

	Unrestricted £	Restricted £	2022 £	2021 £
Grants, donations and gifts breakdown				
Trusts and foundations				
City Bridge Trust				£34,800
Henry Smith Charity		£97,300	£97,300	£60,000
Society of the Holy Child Jesus	£24,000		£24,000	
The Better Way Foundation	£25,000		£25,000	£25,000
Walcot Foundation		£29,365	£29,365	
Garfield Weston	£30,000		£30,000	£30,000
Tudor Trust	£20,000		£20,000	£32,000
Vintners Foundation		£4,500	£4,500	
Benefact Trust		£50,000	£50,000	
National Lottery Awards for All		£9,871	£9,871	
The Maurice & Hilda Laing Trust		£12,500	£12,500	
Drapers Foundation				£15,000
Love Your Neighbour / CRT				£40,000
People's Postcode Trust		£12,756	£12,756	£19,642
Other	£10,000		£10,000	£8,500
			£325,292	£264,942
Corporate (philanthropic)	£2,294		£2,294	£38,510
Partner charities' contribution	£183,524		£183,524	£143,452
Individuals (incl. Gift Aid)	£57,821		£57,821	£44,825
Other	£9,392		£9,392	£401
	£362,031	£216,292	£578,323	£492,130
Advice delivery agreements				
Local Authority		£137,854	£137,854	£35,000
Other		£5,721	£5,721	£2,195
		£143,575	£143,575	£37,195
Other				
Paid-for services	£5,318		£5,318	
Other				£1,514
	£5,318		£5,318	£1,514

During 2022, Crosslight was awarded several multi-year grants and received funding from other multi-year grants awarded in previous years. These were:

Funder	Amount awarded	Amount applied in year	No. of years	Receipt year
Henry Smith Charity	£180,000	£60,000	3	3 rd
Tudor Trust	£60,000	£30,000	2	2 nd
The Better Way Foundation	£75,000	£25,000	3	2 nd
Walcot Foundation	£73,095	£11,425	3	1 st
Benefact Trust	£67,000	£16,140	2	1 st
Edenbridge Foodbank	£41,190	£5,721	3	1 st

4. Expenditure on charitable activities

	2022 £	2021 £
Staff costs (see note 6)	£424,552	£365,061
Regulatory, insurance & professional	£3,466	£3,514
Infrastructure, IT, and operational support costs	£27,634	£15,696
Training and recruitment	£16,418	£10,412
Financial Capability programme costs	£3,839	£12,980
Grants to support local branches (see note 7)	£114,985	£19,298
Other	£2,752	
	£593,645	£426,961

5. Fund-raising expenditure

	2022 £	2021 £
Staff costs (see note 6)	£43,439	£40,594
Other costs	£3,311	£3,277
	£46,751	£43,871

Fund-raising staff costs relate to the salary and related costs of an employed fundraiser.

6. Staff Costs Breakdown

	2022 £	2021 £
Wages and salaries	£415,256	£358,889
National insurance	£33,820	£28,199
Employer Pension	£16,469	£15,078
Other staff costs	£2,446	£3,489
	£467,991	£405,655

The number of Crosslight-employed staff at year end was **18 (13.7 FTE)**, employed as follows:

	As at 31.12.22	As at 31.12.21
Full time staff	9	7
Part time staff	9 (4.7 FTE)	8 (4.9 FTE)

No employee earned more than £60,000 during the year.

These figures do not include Crosslight staff employed by our partners (see note 7).

7. Local Branch Partners

Crosslight works in collaboration with a number of close Branch Partners who directly support the work of our local branches, some of which directly employ some of the advisers who work in our local branches, who are then managed by Crosslight as Agents. This collaborative approach ensures that each of our branches is rooted in the communities they serve. As a consequence, some grants which are restricted to support a particular branch or location, are utilised by our Branch Partners in order to meet the costs of the locally employed staff working for Crosslight as Agents.

Income received which was restricted to support specific local branches	£114,985
Grants made to Branch Partners in 2022	£114,985

Branch Partners who directly employed Crosslight staff in 2022

- St Paul's Money Advice Centre
- TW Money Advice Service
- West Kent Debt Advice
- Chiswick Money Advice Service
- Ascension Church, Balham
- Holy Trinity Brompton Church
- Pattern Church, Swindon

	As at 31.12.22	As at 31.12.21
Full time Crosslight staff employed by our Branch Partners	3	2
Part time Crosslight staff employed by our Branch Partners	11 (6.7 FTE)	9 (5 FTE)

The total amount expended by our Branch Partners on the activities of Crosslight (including staff) in 2022 was £285,467 (£185,911 in 2021).

8. Movement in funds

	At 1 st Jan 2022 £	Incoming resources £	Outgoing resources £	At 31 st Dec 2022 £
Restricted funds	£37,562	£359,867	£290,271	£107,158
Unrestricted funds	£278,866	£367,349	£350,125	£296,090
Total funds	£316,428	£727,216	£640,395	£403,248

9. Debtors

	2022 £	2021 £
Prepayments	£4,090	£2,166
Gift Aid recoverable	£444	£94
	£4,533	£2,260

10. Liabilities due within one year

	2022	2021
	£	£
Unrestricted income received in advance	£30,000	£25,000
Pension Contributions in arrears	£0	£2,031
	£30,000	£27,031

11. Analysis of net assets between funds

	Unrestricted	Restricted	Total	Total
	2022	2022	2022	2021
	£	£	£	£
Tangible fixed assets	-	-	-	-
Cash and bank	£321,556	£107,158	£428,714	£341,199
Other current assets	£4,533		£4,533	£2,260
(Liabilities)	(£30,000)		(£30,000)	(£27,031)
Net assets at year end	£296,089	£107,158	£403,248	£316,428

12. Lease and guarantee obligations

As at 31 December 2022 the Charity was not committed to any lease agreements or guarantees.

13. Restricted funds analysis
Current Year 2022

	Brought forward £	Income £	Expenses £	Carried forward £
Specified salaries	£26,632		£26,632	
Restricted projects (Advice Provision)		£97,300	£68,723	£28,577
Specified projects (FinCap)	£10,930	£12,756	£23,686	
Specified projects (London)		£4,500	£4,500	
Specified projects with partners				
Hammersmith		£35,000	£35,000	
Lambeth		£29,365	£16,425	£12,940
Edenbridge		£5,721	£5,721	
Hounslow		£102,854	£82,932	£19,922
Specified Projects (IT and operations)		£59,871	£16,140	£43,731
Specified Projects (L&D)		£12,500	£10,513	£1,987
	£37,562	£359,867	£290,271	£107,158

Restricted funds analysis
Prior Year 2021

	Brought forward £	Income £	Expenses £	Carried forward £
Specified salaries	-	65 893	£39,261	£26,632
Restricted general running costs	-	£60,000	£60,000	-
Specified projects (Fin Cap)	-	25000	£14,070	£10,930
Specified projects (Hammersmith)	£17,770	-	17770	-
Specified projects (North Kensington)	£6,667	-	£6,667	-
Covid-19 Response	£27,128	-	£27,128	-
Love Your Neighbour project	-	£40,000	£40,000	-
Staff welfare	-	5750	£5,750	-
Coronavirus Job Retention scheme	-	£1,514	£1,514	-
	£51,565	£198,157	£212,160	£37,562

14. Related party transactions

The following trustees or key management personnel (KMP) were connected to people or organisations that either received funds from or made donations to Crosslight.

Trustee or KMP	Related position	Related party transaction
Martin Duffy (Trustee until 17.7.22)	Trustee of TW Money Advice Service (TWMAS)	TWMAS made contributions of £8,500 during 2022 (£8,500 in 2021)
	Attends St Stephen's church, Twickenham	St Stephen's provided free premises from which the charity operated
Jean Moorhouse (Trustee from 28.11.22)	Trustee of TW Money Advice Service (TWMAS)	TWMAS made contributions of £8,500 during 2022 (£8,500 in 2021)
	Attends St Stephen's church, Twickenham	St Stephen's provided free premises from which the charity operated
Francis Ellison (Trustee)	Trustee of St Paul's Money Advice Service (SPMAC)	SPMAC made contributions of £15,000 during 2022 (£12,157 in 2021)
	Attends St Paul's church, Hammersmith	St Paul's provided free premises from which the charity operated
Mark Farrar (Trustee)	Member of Tonbridge Baptist Church (TBC)	TBC provided free premises from which the charity operated
Nick Lines (Trustee)	Trustee of Chiswick Money Advice Centre (CMAC)	CMAC made contributions of £9,625 in 2022 (£4,875 in 2021)
	Trustee of St Nicholas church, Chiswick	St Nicholas provided free premises from which the charity operated
Paul Crouch (Trustee)	Trustee of West Kent Debt Advice (WKDA)	WKDA made contributions of £21,500 during 2022 (£23,500 in 2021)
	Attends Tonbridge Baptist Church (TBC)	TBC provided free premises from which the charity operated
Patricia Dhar (Trustee from 17.3.22)	Member of staff at Holy Trinity Brompton church (HTB)	HTB made contributions of £39,084 during 2022 (£43,900 in 2021) and provided free premises from which the charity operated
Seonaid Mackenzie (Trustee)	Attends Holy Trinity Brompton church (HTB)	

No trustees received any remuneration from the charity during the year.

During 2022, Crosslight received a £500 donation from one Trustee and a £7,711 donation from a trust controlled by another Trustee. Both donations were unrestricted. (2021 £0).



Crosslight Advice is a registered Charitable Incorporated Organisation (charity no. 1163306) and is authorised and regulated by the Financial Conduct Authority (registration no. 715066). Crosslight is part of the Community Money Advice network of debt advice agencies and a member of AdviceUK. Crosslight holds the Advice Quality Standard.



CROSSLIGHT ADVICE

England & Wales - Charity number 1163306

Accounts



Trustees' report and accounts

12 months to
31 December 2021



“Sometimes you can be drowning in problems so big, or for so long, that even small things become impossible — and then you can punish yourself unfairly for being so useless.

Very often, people in positions of authority punish you some more because they don’t understand, you can’t explain, and the system just wants to make problem go away.

Crosslight listens, understands, accepts, explains, and helps make the real problems go away (not the people with the problems). It’s life-changing and life-saving. Thank you.”

CONTENTS

1. Welcome	04
2. Mission & Purpose	05
3. Activities, Achievements & Performance	06
4. Structure	12
5. Governance & Management	14
6. Financial Review, Risk Management & Reserves Policy	14
7. Funding & Support	15
8. Independent Examiner's report to the trustees	17
9. Annual Accounts	
a. Statement of Financial Activity	18
b. Balance Sheet	19
c. Notes to the Accounts	20

CHARITY INFORMATION

Charity number

1163306

FCA registration number

715066

Registered office and principal addressHTB Brompton Road, London,
SW7 1JA**Trustees**Martin Duffy
Francis Ellison (Chair)
Mark Farrar (Treasurer)
Thomas Jackson MBE (until 31.12.21)
Nick Lines
Paul Crouch
Seonaid Mackenzie
Patricia Dhar (from 17.03.22)**Bankers**Cooperative Bank plc, PO Box 101,
Balloon Street, Manchester, M60 4EP**Independent examiner**

Colin Webster, ACA

1. WELCOME

From the Chair of Trustees

It gives me great pleasure to present our Annual Report and Financial Statements for the year ended 31 December 2021.

2021 was a difficult year for many, with Covid-19 continuing to affect society – in health terms but with huge financial ramifications too. Crosslight's work is directly aimed to address some of these issues.

I have been very thankful to witness the strength of our organisation and how staff and volunteers have risen to meet the challenge. All have worked tirelessly to help our clients. With their help the organisation has grown in size and reaches out to yet more people in more areas.

Our funders have been wonderfully generous too. It is thanks to them that our financial strength is greater than ever, which increases our options for the future, and enables us to help yet more people.

As we look ahead, it is clear that Crosslight's work will be needed more than ever. I am proud of the work accomplished over 2021, but also the planning for this more demanding future. But in the midst of all that has happened, the team has remained client-focused – and this deserves the warmest tribute.



Francis Ellison, Chair of Trustees

From the Chief Executive

2021 has been another remarkable and challenging year in Crosslight's history.

On the one hand, we continued to face the pressures of lockdown, both on our service delivery and on the emotional wellbeing of staff and clients. And we have seen demand increase significantly as more and more people find themselves facing impossible choices such as paying the bills or buying food.

On the other hand, Crosslight was able to support more people, hold more appointments, resolve more debts, and help lift more people out of poverty than ever before.

But none of this would have been possible without the dedicated commitment of our partner charities, churches and donors. To everyone who has supported and upheld us in so many ways, and particularly to our tireless staff and volunteers, we offer our heartfelt thank - we cannot do it without you.



Bruce Connell, Chief Executive

2. MISSION & PURPOSE

Crosslight works to lift people out of poverty and help them build a better future. With 18 locations throughout London and the South, we work with some of the most marginalised and vulnerable people in society. Our programmes provide comprehensive debt & benefit advice, build financial resilience through money education and budgeting coaching, and we mentor clients with open-ended holistic support.

Our approach is deeply personal, taking individual needs and capabilities into account to meet each person at their point of need and help them to full restoration, however long it takes. Consequently, our service is set up to enable us to walk alongside our clients over the long term if necessary; there is no cap on appointments and no limit to the duration of support we provide.

Through our team of dedicated staff and volunteers, we have helped many thousands of people in hardship since we were founded in 2009. Our holistic, person-centred approach supports the most vulnerable in our communities, and consequently most of our clients are facing long-term physical or mental health problems, addiction struggles, or complex social and family issues.

Crosslight's purposes as set out in the objects of its constitution are:

"The prevention or relief of poverty for the public benefit, in particular but not exclusively by providing money management and debt counselling advice to those in financial hardship."

We refer to the Charity Commission's general guidance on public benefit when reviewing the objectives and aims of Crosslight and in planning future activities.



3. ACTIVITIES, ACHIEVEMENTS & PERFORMANCE



Advise

We provide comprehensive debt and benefit advice, focusing on the unique circumstances of each individual. The end-to-end support we provide includes in-depth casework for the most vulnerable. We act as advocates for our clients to ensure their voices are heard, intermediating on their behalf whenever necessary. Our approach is to journey with our clients and support them each step of the way, working at their pace and adapting to their individual needs and abilities. Our open-ended support is available for as long as is needed.



Equip

A key part of our mission is to create lasting change so that our clients can face the future with more confidence, better equipped to meet their full potential. We do this through one-to-one budget coaching and our 'Money Course' workshops – both face-to-face and online. We help clients look beyond the immediate crisis and we work with them to build resilience over the long-term. Our programmes are designed to help clients understand their own finances and teach them simple budgeting skills they can apply day to day.



Encourage

We know that debt and financial difficulty are often symptoms of a deeper problem. We work hard to support clients through their difficulties and empower them to turn their lives around. We achieve this by taking a genuinely holistic approach which includes mentoring, befriending, social engagement and encouragement. Our advisers and coaches initiate this support with their clients on a case-by-case basis, and examples include helping with job applications, applications for residency or citizenship, and support with family life.



Resourcing Others

As well as providing services directly to our clients, we also seek to build community, and support those in need beyond our catchment areas. We do this by making our Money Course and money education programmes available to other organisations and community groups to run for their own service users. Our Money Course Leader's Hub provides online training and support, as well as full access to all our resources and videos so that our workshops can be run wherever there is a need. Likewise our free, online Budget Builder (web and app) is designed to complement the Money Course and enables anyone to build their own household budget and use it to manage their money more effectively day-to-day.

The dominating themes of 2021 were the continuing impact of the pandemic, which continued to effect how we were able to deliver our service; and rising levels of demand as both the pandemic and the emerging costs of living crisis towards the end of the year inflicted unprecedented hardship on the most vulnerable in our society. We stand almost alone in the areas we serve in terms of the breadth and depth of support we provide, meaning that we are the last and only hope for many of our clients.

Throughout much of the year we had to provide our services remotely, however we were delighted that in the second half of the year, as restrictions were eased, we were able to re-open many of our branches to face-to-face appointments, which has been incredibly important to our most vulnerable clients.

The real story of the year however, was the extraordinary lengths our team went to support those we serve. Their dedication, determination, and compassion shone more brightly than ever. The client stories contained in the following pages are snapshots of the work undertaken throughout the year and are a testament to the many lives changed through our work.

Tanya's Story

Tanya* was referred to Crosslight Advice after seeking support from another charity for a disability benefit application. In her first appointment, she was anxious and tearful when explaining her situation, having recently escaped an abusive relationship and lost her job as a bus driver due to poor health. With debts of over £27,800, including rent and utility arrears, and facing county court action, her emotional state was so low that she wanted to go to jail to escape her life and get the help she felt she needed.

After working with us over several appointments, she found the strength to discuss her emotional and financial situation in more detail. She built a strong relationship with the local Crosslight team and as a result felt as though she finally belonged to a community.

“One of the things that stood out to me was how comfortable the advisers made me feel - the support that I got was tremendous and at no point did I ever feel like I was being judged... From there on it was how I managed to raise my head up from off the ground”.

Over several months, our team contacted creditors and arranged manageable repayment plans. Tanya has recently finalised a payment agreement with her last remaining creditor and is now actively involved in a number of community groups, something she would have found impossible before. She has also started the journey towards becoming a counsellor and is going to university to study later this year with the hope of supporting other women who are suffering domestic abuse. She is excited to tell everyone about Crosslight and her journey to financial freedom.

“It's a brand-new start for me and it all started with Crosslight... I know that the journey I have ahead of me is much better than where I am coming fromCrosslight is a way to start to rebuild yourself”

* When we asked Tanya if she was happy for us to use her name she readily agreed, saying ***“I am no longer ashamed about the situation I was in.”***

2021 Highlights

New satellites

We were thrilled to open new satellites in Fulham and Shepherd's Bush – as well as re-open our satellites in North Kensington and Hounslow West to face-to-face appointments. Our new branch in Ealing has further developed the satellite model, operating out of several Ealing Foodbank sites, which has enabled us to meet more clients directly at their point of need.

Greater use of technology / Hybrid appointments

We continued to explore new ways of using technology to improve the effectiveness of our services. The new Money Course platform was one stand-out example (see below). Equally important was the flexibility developed by our enforced move to remote working and telephone-based appointments. This gave us the ability to deploy advisers and volunteers from different branches into appointments across the 'network' if necessary, which helped us to cover gaps and demand surges across branches. It was also hugely valuable when training the new branch teams and gave them exposure to many more 'live' cases than they might otherwise have seen. Indeed, it would not have been possible to open our branch in Swindon for example, without the experience and confidence gained in working remotely during lockdown. All these innovations will stand us in good stead in the years ahead.

We plan to invest in new IT systems in 2022 in order to build on these developments and increase capacity further.

Renewed focus on volunteers / New Training Manager

This is an undoubted success of the year. We were able to welcome our new Training and People Manager into the team in the Spring, and she has already had a significant impact. One major task was to restructure and relaunch our internal training and development programme, including our process for recruiting and onboarding new volunteers. With support from across the organisation we have now been able to map out a new, simpler but higher-level training programme for new volunteers which takes them straight to MaPS-accredited Adviser status. In consultation with staff and volunteers we launched a continuous development programme for both current and new advisers which covers technical skills, soft/interpersonal skills, and wellbeing. As a result, we have over a dozen current advisers training to reach higher level case manager status, aided by a new external

2021 in numbers

Over **1,800** clients supported
(over **2,700** family members)

Over **4,000** appointments held

Over **£1m** of annualised
income gains for clients

Over **£2m** of unpayable debt
write-offs secured for clients

Over **4,000** individual debts
resolved, including rent arrears,
utility debts, and bailiffs

500 sign-ups for the Money
Course, including an average
of **25** a month for the new self-
led online version since
launching in the autumn

68 external organisations
signed up to Money Course
Leaders Hub to run courses in
their own communities

1,178 downloads of our online
Budget Builder

Our clients

£21,000 average amount
owed by our debt clients

Half of our clients have
incomes below the poverty line

Half of our debt clients have
long-term physical or mental
health problems

Half of our debt clients are
struggling to pay their rent and
are facing possible eviction

2 in 3 have utility arrears

9 in 10 say their situation is
causing stress or depression

Half say their family
relationships are in jeopardy

training programme developed by our partners at Community Money Advice. We will introduce further management development modules in 2022 to support line managers.

New Case Managers

We have welcomed four new staff into advice roles during the year, two within our branch partners (replacements for leavers) and two in head office roles. Overall, we have added seven extra days capacity each week to our resources.

New Branches

Despite the dampening effect of the pandemic, we were able to open the doors of our new Ealing Branch in May, in partnership with Ealing Foodbank. One of our existing case managers was promoted to the new Ealing Branch Manager role, and her family moved to Ealing from Kent to join the new branch. Ealing is an area of high demand which had been a target for Crosslight's expansion, and the partnership has been a huge success, which we already plan to expand capacity.

We launched a new partnership with St John's Hampton Wick, currently one of the churches which supports our Twickenham Branch. A team of volunteers from St John's is currently going through our training programme and working alongside the Twickenham team. We plan for this partnership to develop further in 2022.



Broadening the support we provide with welfare benefits

We were able to appoint a new specialist benefits adviser to support our work, and the number of referrals received showed the pressing need for such a role. Benefits are a significant aspect of our work, and we will continue to expand our welfare benefits provision, particularly by upskilling volunteers.

Feedback from the Money Course

"We are only recently a married, and money has been a big issue between us. This course has really helped us address many issues and has been such a huge benefit to our marriage".

"I found all the elements of the course really useful and very helpful in practically structuring a budget. I've been trying (without success) in the couple of years preceding the course, to set up a budget, but doing it the wrong way round. If left up to me, I usually spend what's left, which is regularly nothing! The advice given on the money course way makes much more sense and is really simple to do and I just couldn't get my head around how to go about it before. We've been concentrating on structuring our finances according to the advice given on the course and although we still have some trouble keeping to it, I know we are heading in the right direction. The course has really been invaluable and we'd like to thank all of you for your efforts with this. May it continue to be a help to many others."

"I was a reluctant joiner to start with, thinking it wouldn't be much use for me. However, I soon realised that it is relevant to us all, whatever our background, however little we are earning. It was refreshing to hear from others in the group sessions about how they were dealing with similar issues. As was said at the beginning of the course, 'most of us are experts at avoiding talking about money!' But we did. We began considering our emotional approach to money but soon got on to the nuts and bolts of how to budget. We talked about saving, credit and debt as well as strategies to help keep in control. We covered some thorny issues, but had some laughs too. And most of all, I left the course motivated and more equipped to deal with it."

"I am so grateful for this Course especially the Budget Builder and the Piggy Banking method. I feel this course has been very helpful in getting me to confront my finances and giving me a practical plan to be able to manage."

"The budget coaching session last month at Crosslight was really helpful and I have felt thoroughly blessed and helped by [the Crosslight team]. [My boyfriend] was tearful after the session because he could feel how genuine the love and support on offer had been - thank you all"

Launching new Money Course website

This was another big 2021 success story. The new website and resources were launched in the autumn after a huge effort by all involved. We now have a comprehensive multi-channel offering including face-to-face, online, and for the first time a self-study option. We also developed a new delivery platform which hosts all our resources, making our financial capability resources more accessible than ever. Alongside the new course material, we created a new Leader's Hub, providing training and guidance for third parties who want to use the Money Course materials for their own communities.



Better integrating our budgeting resources into our debt advice work

We made significant progress towards this goal, which is an open-ended objective. We launched a new toolkit to help advisers, and the new micro-modules from the Money Course relaunch are now used in our debt advice appointments as an additional resource for advisers. We are developing our Budget Coaching programme to more closely integrate with the debt advice process so that it provides continuity of support for a client.

Developing Crosslight's Budget Coaching programme

Alongside the new platform, we launched a new Budget Coaching programme. We have trained a dozen new budget coaches and are adding more all the time. We now have a comprehensive programme of one-to-one support for anyone who needs specific help in budgeting and money management.

Our Unique Approach

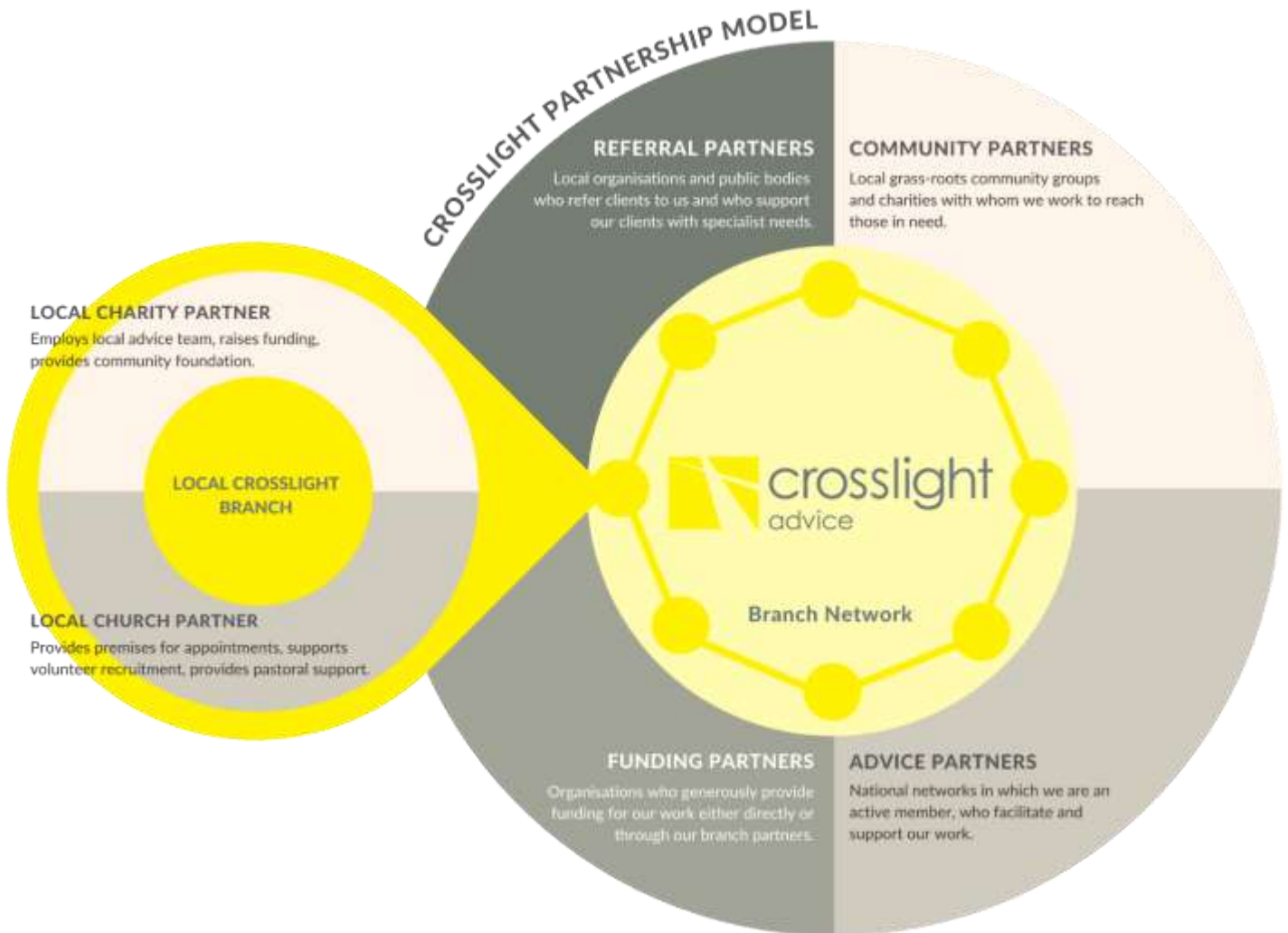
Personal not prescriptive – much advice is becoming more remote and generic in its delivery, with a focus on *information* rather than individual *advice*. In contrast, our service is tailored to the individual, meeting them at their point of need and working at their pace. Although we have procedures to follow, our service is flexible and adapts to the needs of each individual

Outcomes not volumes – many agencies are more focused on meeting volume targets. In contrast, although we seek to help as many people as possible, we are not driven only by numbers. We want to ensure all our clients get the support they need to move beyond a current crisis. We are therefore more interested in the progress of each individual rather than showing off our client volumes

Time to give not timed-out – many advice providers are time-limited in the support they give. In contrast, we support some of the most vulnerable in our communities, many of whom struggle with very complex circumstances. We therefore aim to support our clients for as long as they need to remain engaged with us.

Big picture not just the big problem – most of our clients come to us at a point of crisis, often with one or two main issues that they need support with. Our first task is to help them with these big problems. But where we can, we always seek to go further, to look at the big picture beyond the immediate crisis and support our clients as they deal with the underlying causes of their difficulties.

4. STRUCTURE



Our model is one of collaboration and partnership. We can only achieve lasting change with the support and participation of the communities we serve. The success of this approach is particularly evident in the partnerships that support our branches. Each branch is run with the support of a local partner so we can reflect and respond to the needs of each community. Our partners - either churches or local special-purpose charities with their own boards of trustees - raise funds to resource our branches and employ some of our branch staff. They also provide true local representation and accountability, so that our branches are rooted in the communities they serve.

Our current branch partners are:

- West Kent Debt Advice
- St Paul's Money Advice Centre
- TW Money Advice Service
- Chiswick Money Advice Centre
- Holy Trinity Brompton church
- Pattern Church, Swindon
- Ascension Church, Balham
- Ealing Foodbank

Sandrine's Story

After escaping an abusive relationship and losing her business, Sandrine* faced multiple debts which had piled up over several years. She struggled with debt related to rent arrears, as well as gas and electric bills. Sandrine and her young daughter soon became homeless. She felt she had to hide herself from everyone, as the fear of her debts built up inside of her. ***"I always felt like I was trying to escape,"*** she recalls.

Sandrine worked with another agency to try to resolve her debts but unfortunately, she didn't get the holistic support she needed. She didn't have computer or internet access, and felt humiliated when she couldn't complete the tasks they requested of her. ***"It felt I was being punished for not knowing how the system works."***

Sandrine was soon referred to Crosslight and has worked with one of our advisors for nearly 10 months. Her advisor managed to obtain a Debt Relief Order to help clear her debts, as well as arrange manageable monthly payment plans to get her bills back on track. Her advisor discovered £3,000 of apparent rent arrears was due to a mistake. We are working to appeal the original decision, as well as obtaining the backdated benefits she is entitled to. Sandrine is now in temporary accommodation in London. She feels less isolated, as well as calmer and more hopeful for the future.

"Everyone at Crosslight is so lovely and helpful. They constantly reassure me and allow me to relax. Every time I see my case manager, I get hope for my life. Her positivity is infectious - it changes my mood."

*Name changed

5. GOVERNANCE & MANAGEMENT

Crosslight is a registered Charitable Incorporated Organisation which is governed by a constitution dated 17th July 2015.

Crosslight is governed by a Board of Trustees who are appointed by the existing trustees. All new trustees receive an induction to their role and the work of Crosslight. All trustees give their time voluntarily and receive no benefits from the charity.

The trustees have also established three committees to coordinate and oversee specific aspects of Crosslight's activities: People, Compliance, and Fundraising. A trustee sits on each committee alongside outside members who have particular knowledge and experience in these fields.

The day-to-day management of Crosslight is delegated to the Chief Executive, supported by a team of staff and volunteers.

Pay & Remuneration

Pay and remuneration for all staff including key management personnel is determined by the People Committee based on individual performance and appropriate benchmarking. The committee has an independent chair and includes a mix of trustees and outside members with specialist skills.

6. FINANCIAL REVIEW, RISK MANAGEMENT, & RESERVES POLICY

Total incoming resources for the period amounted to £530,839, an increase of just over 20% on 2020. Resources expended on charitable activities were £470,832, up 50% on the previous year as we sought to rapidly increase service capacity in light of rising demand.

The trustees continue to review and assess the key operational, governance, compliance and financial risks faced by Crosslight. Risks to the charity are monitored by a Risk and Compliance Committee and appropriate action taken where necessary.

The principal risk is a cash flow deficit should insufficient funds be raised. To this end, the trustees consider that free reserves should be equivalent to a minimum of six months of current expenditure. In making this determination, the trustees are also mindful of spending commitments over the ensuing six months.

The trustees believe that this provides sufficient flexibility to cover temporary shortfalls in incoming resources and will allow the charity to continue its work and respond to unforeseen events whilst specific action plans are implemented. The level of reserves is monitored monthly.

At December 2021, current expenditure was averaging £44,000 a month and the reserves target was £264,000. The actual net free reserves at year end was £278,866.

7. FUNDING & SUPPORT

We are very grateful to the many individuals, companies, partners, churches, and trusts that have given so generously. Crosslight relies on this voluntary income, and it is only through the generosity of our supporters that our transformational work can continue.

We would like to thank the following for their financial support, either directly through Crosslight, or in support of our partners:



Love Your Neighbour

We were honoured to be able to join forces with the nationwide cross-community Love Your Neighbour initiative powered by churches up and down the country in response to the pandemic.



We were privileged to be one of the delivery partners for debt advice, and our two newest branches in Swindon and Balham were formed as a direct result of the Love Your Neighbour project. Anchored by a grant from central government, Love Your Neighbour provided grant funding to our local church partners to enable these two new branches to open, as well as providing a central grant to support our work more widely.

Provision of support

The trustees would also like to sincerely thank our partner churches in which most Crosslight branches are based, many of whom also support us financially:

- St Paul's, Hammersmith
- Holy Trinity Brompton
- United Emmanuel, Tunbridge Wells
- Greenford Baptist Church
- St John's, West Ealing
- St Stephen's, Shepherd's Bush
- St Nicholas, Chiswick
- Vine Evangelical Church, Sevenoaks
- St John's, Hampton Wick
- St Mellitus, Hanwell
- St Dionis, Fulham
- HTB St Francis, Dalgarno Way
- St Stephens, Twickenham
- St Paul's, Hounslow West
- Tonbridge Baptist Church
- Pattern Church, Swindon
- Ascension, Balham

Fiaza's Story

"Without Crosslight, my children and I would have been homeless and on the streets!"

These were the parting words from Fiaza* after a recent visit to Crosslight. A Kurdish Iraqi mother of three children of primary school age and lower, she only had a small amount of money after her husband abandoned her and returned to his native Iraq. With only a spousal visa, and with no access to public funds or Leave to Remain, she needed to provide for her children and pay the rent.

Our advisers contacted Social Services with her and persuaded them that they had a duty to provide for her as two of her children are British Nationals. They also referred her to a local agency who helped her to apply for a Domestic Violence Visa and put her in touch with solicitors so she could submit a Leave to Remain application.

Once the visa was granted, we helped her apply for Universal Credit. We supported her with the debts she had built up, liaising with her creditors, and agreeing a debt repayment holiday with her gas & electricity supplier, giving us time to arrange a grant to clear her first six months of bills.

We also supported her to stabilize her rent situation and ensure her home was secure. A lot of our support has been about benefits and coping with the first few months of independent living. As well as securing Universal Credit, we helped her transfer the child benefit from her husband's name, and her Council Tax is now paid in full through the benefits she is entitled to.

We arranged a further grant for a school uniform for her son and guided her through an application for a Warm Home Discount for her electricity bills. We also put her in touch with charities who supplied her with some bedding and furniture, and a PC for her son's schooling.

Her gratitude towards her advisers has been humbling for all involved, but so too was her determination to rise above her circumstances and create a better future for herself and her children.

*Name changed

8. INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES FOR THE PERIOD ENDED 31 DECEMBER 2021

I report on the accounts for the period ended 31.12.21 which are set out in the following pages.

Respective responsibilities of trustees and independent examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed. It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act), and
- state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

I am qualified to undertake this examination by being a qualified member of the ICAEW.

In connection with my examination, no matter has come to my attention which gives me reasonable cause to believe that in any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the requirements of Charities (Accounts and Reports) regulations 2008.

I have no concerns and have come across no matters to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Colin Webster, ACA

Date: 17th May 2022

9. ANNUAL ACCOUNTS

9a. Statement of Financial Activities for the 12 months ended 31 December 2021

	Note	2021 Unrestricted £	2021 Restricted £	2021 Total £	2020 Total £
Income from					
Grants, Donations and gifts	3	295,487	196,643	492,130	402,012
Advice delivery agreements	3	37,195	-	37,195	38,475
Coronavirus Job Retention Scheme		-	1,514	1,514	-
Total income		332,682	198,157	530,839	440,487
Expenditure on					
Charitable activities	4	214,801	212,160	426,961	296,379
Fund-raising	5	43,871	-	43,871	17,956
Total expenditure		258,672	212,160	470,832	314,335
Net income / (expenditure)		74,010	(14,003)	60,007	126,152
Total funds at 1 st January 2021	7	204,856	51,565	256,421	130,269
Total funds at 31st December 2021	7	278,866	37,562	316,428	256,421

See Section 6 on page 13 above for Reserves Policy and analysis

The notes on the following pages form part of these financial statements

9b. Balance Sheet as at 31 December 2021

	Note	£	2021 £	£	2020 £
Fixed Assets					
Tangible assets		-		-	
Current Assets					
Debtors	8	2,260		2,344	
Cash at bank and in hand		341,199		306,088	
Total current assets		343,459		308,432	
Less: liabilities due within 1 year	9	(27,031)		(52,011)	
Net current assets			316,428		256,421
Total net assets	10		316,428		256,421
Funds					
Unrestricted funds			278,866		204,856
Restricted funds	11		37,562		51,565
Total funds			316,428		256,421

The financial statements were approved by the Board of Trustees on 16th May 2022 and signed on their behalf by:



Francis Ellison
Trustee (Chair)



Mark Farrar
Trustee (Treasurer)

9c. Notes to the Accounts

1. Accounting policies

A summary of principal accounting policies, all of which have been applied consistently throughout the year and the preceding year, is set out below:

a. Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

b. Critical accounting estimates and judgements

It is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements. The following judgements and estimates are considered by the trustees to have most significant effect on amounts recognised in the financial statements: (i) the carrying amounts of assets and liabilities, which are based on the best and most reliable evidence available at the time when the decisions are made and are based on historical experience and other factors that are considered to be applicable. Due to the inherent subjectivity involved in making such judgements, the actual results and outcomes may differ. These estimates are reassessed annually and amended where necessary to reflect current circumstances. (ii) the allocation of costs between activities, which is based

on estimates of the resources used by each activity.

c. Funds

Unrestricted funds represent the funds of the charity that are not subject to any restrictions regarding their use and are available for general charitable activities at the discretion of the trustees

Restricted funds represent those received for specific purposes as specified by the donors.

d. Income recognition

Charitable income is recognised on a cash received basis other than where an accruals basis provides a more accurate basis or will give a fairer representation of the underlying nature of the transaction. Income is recognised so far as there is entitlement to the income, there is certainty of its receipt, and the amount is quantifiable.

e. Expenditure Recognition

Resources expended are included in the Statement of Financial Activities on an accruals basis, inclusive of VAT which cannot be recovered.

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category.

Expenditure on charitable activities includes all costs incurred by the charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.

f. Provisions

Provisions are recognised when there is a present obligation (legal or constructive) as a result of a past event, it is probable that the obligation will be required to be settled, and a reliable estimate can be made of the amount of the obligation. The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at the end of the reporting taking into account the risks and uncertainties surrounding the obligation. Provisions are discounted when the time value of money is material.

g. Financial instruments

Financial assets and liabilities are recognised when the charity becomes party to the contractual provisions of the financial instrument. The charity holds basic financial instruments which may comprise cash at bank, trade and other receivables and trade and other payables.

h. Financial assets and liabilities – classified as basic financial instruments

(i) Cash at bank and in hand

Cash at bank and in hand includes cash in hand, deposits held with banks, and other short-term highly liquid investments with original maturities of three months or less.

(ii) Other receivables

Other receivables are initially recognised at the transaction price, including any transaction costs. Amounts that are receivable within one year are measured at the undiscounted amount of the cash expected to be received.

(iii) Other payables

Other payables are initially measured at the transaction price, including any transaction costs, and subsequently measured at amortised cost using the effective interest method. Amounts that are payable within one year are measured at the undiscounted amount of the cash expected to be paid.

i. Going concern

After making enquiries, the trustees believe that Crosslight has adequate resources to continue in operational existence for the foreseeable future. For this reason, the trustees have continued to adopt the going concern basis in preparing the financial statements.

j. Cashflow statement

The charity has taken advantage of the exemption under FRS 102 from producing a cash flow statement on the grounds that it is a small entity.

k. Depreciation

Fixed assets are stated at cost less accumulated depreciation. Depreciation is provided at 33% per annum to write off the cost, less estimated residual value, of each asset over its expected useful life. Only assets costing more than £1,000 are capitalised.

2. Comparative Statement of Financial Activities for 2020

The following table analyses 2020's income and expenditure between unrestricted and restricted funds.

	2020 Unrestricted £	2020 Restricted £	2020 Total £
Income from			
Grants, Donations and gifts	194,316	207,696	402,012
Advice delivery agreements	38,475	-	38,475
Total income	232,791	207,696	440,487
Expenditure on			
Charitable activities	116,223	180,156	296,379
Fund-raising	17,956	-	17,956
Total expenditure	134,179	180,156	314,335
Net income / (expenditure)	98,612	27,540	126,152
Total funds at 1 st January 2020	106,244	24,025	130,269
Total funds at 31st December 2020	204,856	51,565	256,421

3. Grants and donations

	Unrestricted £	Restricted £	2021 £	2020 £
Grants, donations and gifts breakdown				
Trusts and foundations				
City Bridge Trust		34,800		42,250
City Bridge Trust Community Response	-	-		42,315
Henry Smith Charity	-	60,000		60,000
Social Venture Partners London	-	-		2,500
Thebetterway Foundation		25,000		
The Fore	-	-		22,011
Garfield Weston	30,000	-		15,000
Tudor Trust	30,000	2,000		10,000
Amalur Foundation	-	-		25,730
London Legal Support Trust	-	-		9,486
Charities Aid Foundation	-	-		30,617
Local Authority (RBKC)		-		8,000
Drapers	15,000			-
Love Your Neighbour / CRT		40,000		-
People's Postcode Trust	19,642			
Other	8,500			4,000
			264,942	271,909
Corporate (philanthropic)				
Market Insurance	750			750
Tides / Blackrock		6,451		-
Therium Access	6,667	24,642		3,333
Other	-			1,500
			38,510	5,583
Partner charities contribution	143,452	-	143,452	95,700
Individuals (incl. Gift Aid)	41,075	3,750	44,825	20,422
Other	401	-	401	8,398
	295,487	196,643	492,130	402,012
Advice delivery agreements				
We Are Digital (L&Q)	1,720	-	1,720	-
Local Authority (LBHF)	35,000	-	35,000	35,000
Other	475		475	3,475
	37,195	-	37,195	38,475

During 2021, Crosslight was awarded several multi-year grants and received funding from other multi-year grants awarded in previous years. These were:

Funder	Total amount awarded	Amount applied in year	No. of years	Receipt year
Henry Smith Charity	£180,000	£60,000	3	2 nd
City Bridge Trust	£68,600	£34,800	2	2 nd
Tudor Trust	£60,000	£30,000	3	2 nd
Thebetterway Foundation	£75,000	£25,000	3	1 st

4. Expenditure on charitable activities ¹

	2021 £	2020 £
Staff costs	365,061	259,342
Regulatory, insurance & professional	3,514	3,194
Infrastructure, IT, and operational support costs	15,696	13,448
Training and recruitment	10,412	9,440
Financial Capability programme costs	12,980	3,023
Grants ²	19,298	6,432
Other	-	1,500
	426,961	296,379

¹ Expenditure on charitable activities does not include four partner charities who supported our work during the year by employing staff and/or contributing to the local running costs of some of our branches. The total amount expended by these partners on the activities of Crosslight in 2021 was £185,911 (£158,967 in 2020).

² Crosslight made a grant to partner charity St Paul's Money Advice Centre ('SPMAC') in respect of Crosslight branch staff employed by SPMAC.

5. Fund-raising expenditure

	2021 £	2020 £
Staff costs ¹	40,594	17,714
Other costs	3,277	242
	43,871	17,956

¹ Staff costs relate to the salary and related costs of an employed fundraiser.

6. Staff Costs

	2021 £	2020 £
Wages and salaries	358,889	245,356
National insurance	28,199	17,573
Employer Pension	15,078	10,891
Other staff costs	3,489	3,236
	405,655	277,056

The number of Crosslight-employed staff at year end was **15 (11.9 FTE)**, employed as follows:

	As at 31.12.21	As at 31.12.20
Full time staff	7	5
Part time staff	8 (4.9 FTE)	8 (4.9 FTE)

No employee earned more than £60,000 during the year

The above figures do not include staff employed by our partners and seconded to Crosslight. The staff figures below include all staff, including those employed by our partners, at 31st December 2021.

	As at 31.12.21	As at 31.12.20
Full time staff, including those employed by our partners	9	6
Part time staff, including those employed by our partners	17 (9.9 FTE)	15 (9.2 FTE)

7. Movement in funds

	At 1 st Jan 2021 £	Incoming resources £	Outgoing resources £	At 31 st Dec 2021 £
Restricted funds	51,565	198,157	212,160	37,562
Unrestricted funds	204,856	332,682	258,672	278,866
Total funds	256,421	530,839	470,832	316,428

8. Debtors

	2021 £	2020 £
Prepayments	2,166	2,306
Gift Aid recoverable	94	38
	2,260	2,344

9. Liabilities due within one year

	2021 £	2020 £
Unrestricted income received in advance	25,000	50,541
Pension Contributions in arrears	2,031	1,470
	27,031	52,011

10. Analysis of net assets between funds

	Unrestricted 2021 £	Restricted 2021 £	Total 2021 £	Total 2020 £
Tangible fixed assets	-	-	-	-
Cash and bank	303,637	37,562	341,199	306,088
Other current assets	2,260		2,260	2,344
(Liabilities)	(27,031)		(27,031)	(52,011)
Net assets at year end	278,866	37,562	316,428	256,421

11. Restricted funds analysis Current Year 2021

	Brought forward £	Income £	Expenses £	Carried forward £
Specified salaries	-	65,893	39,261	26,632
Restricted general running costs	-	60,000	60,000	-
Specified projects (Fin Cap)	-	25,000	14,070	10,930
Specified projects (Hammersmith)	17,770	-	17,770	-
Specified projects (North Kensington)	6,667	-	6,667	-
Covid-19 Response	27,128	-	27,128	-
Love Your Neighbour project	-	40,000	40,000	-
Staff welfare	-	5,750	5,750	-
Coronavirus Job Retention scheme	-	1,514	1,514	-
	51,565	198,157	212,160	37,562

Restricted funds analysis Prior Year 2020

	Brought forward £	Income £	Expenses £	Carried forward £
Specified salaries	-	33,800	33,800	-
Restricted general running costs	-	60,000	60,000	-
Specified projects (North Kensington)	24,025	8,000	25,358	6,667
Specified projects (Hammersmith)	-	25,730	7,960	17,770
Covid-19 Response	-	76,166	49,038	27,128
Love Your Neighbour project	-	4,000	4,000	-
	24,025	207,696	180,156	51,565

12. Lease and guarantee obligations

As at 31 December 2021 the Charity was not committed to any lease agreements or guarantees.

13. Related party transactions

The following trustees or key management personnel (KMP) were connected to people or organisations that either received funds from or made donations to Crosslight.

Trustee or KMP	Related position	Related party transaction
Martin Duffy (Trustee)	Trustee of TW Money Advice Service (TWMAS)	TWMAS made contributions of £8,500 during 2021 (£6,500 in 2020)
	Attends St Stephen's church, Twickenham	St Stephen's provided free premises from which the charity operated
Francis Ellison (Trustee)	Trustee of St Paul's Money Advice Service (SPMAC)	SPMAC made contributions of £12,157 during 2021 (£11,300 in 2020)
	Attends St Paul's church, Hammersmith	St Paul's provided free premises from which the charity operated
Mark Farrar (Trustee)	Member of Tonbridge Baptist Church (TBC)	TBC provided free premises from which the charity operated
Tom Jackson (Trustee) (until 31.12.21)	Trustee and Curate at Holy Trinity Brompton church (HTB)	HTB made contributions of £43,900 during 2021 (£43,900 in 2020) and provided free premises from which the charity operated
	CEO of Love Your Neighbour (LYN)	LYN provided direct grant funding of £40,000 in 2021 (£4,000 in 2020) as well as providing indirect grant funding through a number of our partners
Nick Lines (Trustee)	Trustee of Chiswick Money Advice Centre (CMAC)	CMAC made contributions of £4,875 in 2020 (£1,625 in 2020)
	Trustee of St Nicholas church, Chiswick	St Nicholas provided free premises from which the charity operated (£4,875 in 2020)
Paul Crouch (Trustee)	Trustee of West Kent Debt Advice (WKDA)	WKDA made contributions of £23,500 during 2021 (£23,500 in 2020)
	Attends Tonbridge Baptist Church (TBC)	TBC provided free premises from which the charity operated
Seonaid Mackenzie (Trustee)	Attends Holy Trinity Brompton church (HTB)	HTB made contributions of £43,900 during 2021 (£43,900 in 2020) and provided free premises from which the charity operated

No trustees received any remuneration from the charity during the year.

During 2021, Crosslight did not receive any donations from Trustees (2020 £0).

Jane's Story

Jane* is a woman in her 60's who lives alone and suffers with serious long-term illness and disability. When she first came to see us, she was in a desperate state. It transpired that 2-years ago, her main income benefit (ESA) was stopped, after a disputed assessment. Instead, she was wrongly advised to claim Universal Credit – a benefit only obtainable online.

Jane has never had the chance to learn how to use a computer and she was left entirely unassisted so she could not claim Universal Credit. Left with no other option, she was surviving on a relatively small amount of disability benefit.

As her story unfolded, we learnt that Jane struggled to afford food. She also had no heating or cooking facilities in her home - she couldn't afford to top up her gas meter even to cover the standing charges, let alone actual usage. What cooking she was able to do was being done in very hazardous conditions using a camping gas stove she had bought at Argos.

Crosslight helped Jane re-apply for ESA pending an appeal of the original decision. Within a few weeks of first coming to see us, Jane was receiving £72 a week, and we were able to secure a backdating of benefits of some £6,000.

With this money, Jane was able to pay back family and friends who have been supporting her all this time. She also paid off her gas debt and through tears, told us that she was finally looking forward to a hot shower for the first time in two years!

*Name changed



Crosslight Advice is a registered Charitable Incorporated Organisation (charity no. 1163306) and is authorised and regulated by the Financial Conduct Authority (registration no. 715066). Crosslight is part of the Community Money Advice network of debt advice agencies and a member of AdviceUK. Crosslight holds the Advice Quality Standard.



CROSSLIGHT ADVICE

England & Wales - Charity number 1163306

Accounts



crosslight
advice

Trustees' report and accounts

12 months to
31 December 2020

“Crosslight provides the human touch. In my culture we have a saying: ‘I see you.’ It means to see someone not just visually, but truly see them, value them, and respect them. That’s how it felt with Crosslight – that they truly saw me.”

CONTENTS

1. Welcome	03
2. Mission & Purpose	05
3. Activities, Achievements & Performance	06
Covid-19 – a year of challenge	12
4. Structure	13
5. Governance & Management	13
6. Funding & Support	14
7. Financial Review, Risk Management & Reserves Policy	15
8. Future Plans	16
9. Independent Examiner's report to the trustees	17
10. Annual Accounts	
a. Statement of Financial Activity	18
b. Balance Sheet	19
c. Notes to the Accounts	20

CHARITY INFORMATION

Charity number

1163306

FCA registration number

715066

Registered office and principal address

HTB Brompton Road, London,
SW7 1JA

Trustees

Martin Duffy
Francis Ellison (Chair)
Mark Farrar (Treasurer)
Thomas Jackson MBE
Nick Lines
Barry Lock
Seonaid Mackenzie

Bankers

Cooperative Bank plc, PO Box 101,
Balloon Street, Manchester, M60 4EP

Independent examiner

Colin Webster, ACA

1. WELCOME

From the Chair of Trustees

I am delighted to present our Annual Report and Financial Statements for the year ended 31 December 2020.

2020 was a year of contrasts. Although evictions were stayed, and much debt collection went into abeyance, the wider financial impact of the pandemic took a huge toll. Many of our clients, already struggling, were pushed further into difficulty. And sadly we know all too well that the real effects of the crisis are only just beginning.

So against this backdrop, I am delighted at what Crosslight was able to achieve – to wholeheartedly support existing clients, but also to lay the foundations to support the huge influx of new clients we expect in the months to come.

I am humbled at how staff and volunteers have worked tirelessly under the most difficult personal and office circumstances. And our funders and partners have been unbelievably generous, recognising the new need, the new reality.

This is reflected in healthy finances and new branches, staff and volunteers....but we must do more. Crosslight is growing, and grow it must – 2021 will bring new clients, new demands, and new challenges.

A handwritten signature in green ink that reads "Francis".

Francis Ellison, Chair of Trustees

From the Chief Executive

In what it's fair to say has been a 'challenging' twelve months, the following pages help illustrate why the support we provide is so vital, as well as give you a flavour of the transformative impact our work can have on those who are struggling.

In spite of all the challenges we have faced, our team have gone above and beyond to support those most in need, demonstrating the love, compassion and hope that is part of Crosslight's DNA. And the response from clients has been overwhelming too. It is always a privilege to earn the trust of those we support, and throughout this lockdown that trust has been more important than ever. Time and again we have been able to stand alongside our clients when others couldn't. And time and again our staff and volunteers have truly lived up to our motto of 'Restoring Dignity, Renewing Hope'.

But none of this would have been possible without the ongoing commitment of our partners, churches and donors. To everyone who has supported and upheld us in so many ways, and particularly to our tireless staff and volunteers, thank you - we cannot do it without you.

A handwritten signature in black ink that reads "Bruce".

Bruce Connell, Chief Executive

“Dear Crosslight community

I have different issues with my health also I had strongly problems with depression and anxiety and part of my problem was to control my bills, benefits, credit card and Crosslight help me to manage and reduce the electricity bill, water bill, credit card, filling form of my benefits, housing and help me to reduce my stress, also help to my son for his education.

They were like my family, gave me peace and solved my financials problem and still I miss them and I never forgot they help. I would like to say thank you to all of them. Thank you to all my friends in Crosslight. I really appreciate they help and support.

Kind regards, A”

2. MISSION & PURPOSE

Crosslight Advice is an independent, person-centred charity working to alleviate poverty amongst some of the most vulnerable in our communities through end-to-end holistic debt advice and money education.

Rooted in our belief that everyone - no matter their background or circumstance - deserves dignity, independence, and renewed hope, Crosslight Advice works with the support of local partners and churches. We foster a community-driven approach, serving a growing number of communities in London and the south of England.

Our whole-person approach focuses on individuals and families who are often characterised by unemployment or low incomes, long-term physical or mental health problems, and complex social and family issues.

Our ethos is to work with our clients on an individual basis, to ensure they are able to embrace the advice given and understand the benefits of simple money management and budgeting techniques. But just as importantly, we aim to support them as they start working through some of the causes of their difficulties. It is a partnership, and we seek always to equip and empower, rather than prescribe or dictate. Most of our clients come to us at a point of crisis, often facing the threat of eviction, court orders, visits from bailiffs, and mounting priority debts. Simply being given the time to be heard can have a huge impact. With engagement, opportunities abound for positive life changes, building resilience and ultimately, encouraging financial independence.

Crosslight was founded on Christian principles and a strong Christian ethos underpins our values. We work with anyone who is struggling with problem debt regardless of their background, gender, ethnicity, sexuality, religion, or age.

Crosslight's purposes as set out in the objects of its constitution are:

"The prevention or relief of poverty for the public benefit, in particular but not exclusively by providing money management and debt counselling advice to those in financial hardship."

We refer to the Charity Commission's general guidance on public benefit when reviewing the objectives and aims of Crosslight and in planning future activities.



3 in 5
of our clients have incomes below the poverty line

9 in 10
report mental health symptoms

One third
have long-term health problems

Half
our clients are struggling to pay their rent and are facing possible eviction

2 in 5
are struggling with utility arrears



3. ACTIVITIES, ACHIEVEMENTS & PERFORMANCE

2020 was unquestionably the most challenging year in Crosslight's history. It was also one in which the importance of what we do, and the incredible dedication of our amazing team shone brighter than ever.

This unique year has been difficult for everyone. Our staff and volunteers have often faced difficult personal circumstances themselves. And for our clients, the difficulties thrown up by the pandemic have often been devastating, with many families already on the edge being pushed further into difficulty.

Against this backdrop, we were nevertheless able to support more people than ever before, hold more appointments than ever before, and make a bigger positive impact on the lives of our clients than ever before. We were able to support **over 1,200 individuals** (up 20% on 2019) with comprehensive debt advice, budget coaching and open-ended mentoring. And our team held an extraordinary **3,347 appointments with clients**, (up 35%), at a time when many organisations had to shut their doors.

**Over 1,200 people supported,
representing over 2,200 family members**

**We increased our clients' income by
over £900,000 per annum**

**We secured over £2m
of unpayable debt write-offs**

**4,500 individual debts resolved, including
rent arrears, utility debts, and bailiffs**



Advise

We provide comprehensive debt and benefit advice, focusing on the unique circumstances of each individual. The end-to-end support we provide includes in-depth casework for the most vulnerable. We act as advocates for our clients to ensure their voices are heard, intermediating on their behalf whenever necessary. Our approach is to journey with our clients and support them each step of the way, working at their pace and adapting to their individual needs and abilities. Our open-ended support is available for as long as is needed.



Equip

A key part of our mission is to create lasting change so that our clients can face the future with more confidence and become better equipped to meet their full potential. We do this through one-to-one budget coaching and our 'Money Course' workshops – both face-to-face and online. We help clients look beyond the immediate crisis and work with them to build resilience over the long-term. Both these programmes help clients understand their own finances and teach them simple financial skills so they can manage their money more effectively.



Encourage

We know that debt and financial difficulty is often a symptom of a deeper problem. We work hard to support clients through their difficulties and empower them to turn their lives around. We achieve this by taking a genuinely holistic approach which includes mentoring, befriending, social-engagement and encouragement. Two-thirds of clients receive this additional 'holistic' support, for example helping with job applications, applications for residency / citizenship, and support with family life. This support is initiated directly by advisers for their clients on a case-by-case basis.

Some milestones in 2020:

- Supported more clients and held more appointments than ever before
- Transformed our service overnight to offer phone appointments with no client missing an appointment. VOIP phones lines rolled out to all applicable volunteers. New online client document platform launched
- Introduced a new training programme with 11 online internal training sessions run covering different topics. All team meetings were moved online
- Launched Money Course online, a new video series produced during lockdown; online courses up and running; one-to-one budget coaching programme launched online
- Established two new branches, in Balham and Swindon; active conversations with four other potential branches; new branch opening process established
- Hired new fundraiser; new Operations Executive in-post supporting the central services team; new financial capability lead recruited to drive forward Money Course programme and implement a new FinCap strategy to support our clients
- Exceeded our fundraising target for 2020, in spite of huge uncertainties created by Covid-19. Some of this was one-off Covid-response funding, but we also secured one new and two renewed multi-year grants as well as new and renewed funding relationships.
- Launched a new one-to-one Budget Coaching programme
- Increase new client capacity by providing 'floating' Open Advice support to deal with extra Covid workload
- 52 new volunteers started or in training, with nine achieving higher qualification status

"I just wanted to thank you for your incredible help over these past months. I'm so thankful for all your advice regarding my debts, and felt you had my back all the way. I was lucky to be referred to someone so professional and make a stressful time for me much easier.." Client



The challenges faced by our clients

The vast majority of our clients have complex needs which require dozens of hours of patient case work, and increasingly, court action or tribunal appeals.



	2018	2019	2020	
Average debt per client	£15,420	£17,645	£18,629	↑
% of clients who have long-term health issues	32%	43%	50%	↑
% of clients struggling with social issues	13%	15%	27%	↑
% of clients with multiple (4+) debts	71%	81%	81%	→
% of clients with priority debts	77%	80%	80%	→
% of clients with rent arrears and facing eviction	44%	48%	50%	↑
% of clients with utility arrears	42%	47%	51%	↑

New Branches

With the support of the Love Your Neighbour initiative, we were delighted to open two new branches towards the end of the year – in Swindon, and in Balham in London. In partnership with two local churches, we were able to recruit two incredible Branch Managers along with small teams of local volunteers, all of whom started intensive training to gain MaPS adviser accreditation. Both branches expect to start seeing clients in early 2021. We aim to open more branches in 2021 and beyond and are in discussions with local organisations to achieve this.

“Dear Crosslight

I would like to thank you and the Crosslight Team for helping me through my financial problems. You have helped me through a very difficult time in my life and for that I am very grateful. I have now got all my finances on track. Electric bills are now in credit, rent arrears are almost paid off. I can now take over from here to keep my finances on track all thanks to Crosslight Charity. I have and will continue to sing your praises and recommend your services to all my friends and colleagues. Your understanding, patience and assistance will never be forgotten.” Client

Financial Capability

Financial Capability is one of our three central aims, and one of our main goals is to look beyond crisis debt advice – as crucial as that is - and equip clients with the tools they need to manage their money more effectively and build resilience.

We made further important strides towards this goal during 2020 with the recruitment of a new Financial Capability lead to further develop this important area. As with debt advice, we were able to restructure our popular Money Course programme, completely re-filming it and adapting it for live online workshops. These were launched in the summer and were run every two weeks through the year, with great success.

Towards the end of the year we also launched a new Budget Coaching programme providing one-to-one money coaching sessions to anyone completing the Money Course programme. Clients work closely with a personal Budget Coach over several months to apply simple techniques and strategies to their own situations in order to help those individuals flourish.

Finally, we laid the groundwork for a new online learning platform which will enable even more individuals to access Money Course resources, book themselves into live workshops, and most excitingly, undertake the Money Course as part of a self-led study programme, supported by our Budget Coaching team.

Our Team

We continue to invest in our core staff team as well as build capacity through new volunteer advisers.

We were delighted to recruit two new Case managers to work alongside our clients. In addition, we realised a long-held objective to appoint someone to lead our Financial Capability offering, which continues to be a key pillar of what we do (see above). Due to the anticipated rise in demand caused by the pandemic, we also recruited a new colleague to triage clients and support them as they make new enquiries and book appointments with our advisers. And we welcomed two Branch Managers for our new branches in Swindon and Balham (employed by our partners). We also welcomed a new fulltime fundraiser to the team to build out our fundraising strategy.



One particular focus during lockdown was learning and development. With everyone working remotely, we invested time in building support networks within and across our teams to ensure no one felt isolated or on their own. We introduced new daily online team 'check-ins', fortnightly online staff meetings, and numerous online social events. As well as this, we built upon our existing internal training curriculum and moved it online, running 11 training

workshops throughout the year on topics from safeguarding and welfare, to bailiffs and case management.

In terms of volunteers, we were delighted to welcome 52 new volunteers during 2020 - in particular in our two new branches - 22 of whom became MaPS accredited during the year. In addition, nine volunteers achieved the higher-level Adviser accreditation. All this was achieved in spite of the difficult circumstances and the fact that all of our advisers were working remotely. As at December 2020, we had 186 volunteers supporting our work, in roles from hosting, Budget Coaching, Debt Advisers and Money Course leaders.

Social Impact

It is crucial for us to know if we are truly meeting the needs of those we seek to support. Our holistic approach means that we often get to know our clients very well and have the privilege of supporting them through many personal situations which may be a cause of, or caused by, their financial situation. We ask all our clients two sets of simple questions, six months apart, which have been designed to evaluate the practical and emotional impact of our work on the client's lived experience. We use the responses to analyse the impact of our interventions on the lives of those we support.



"Dear Crosslight

Thank you and to your colleagues for your advice and help. The work you do is invaluable and help you provide to people who are struggling is life changing. It is great that you provide support to individuals who suffer from mental illnesses such as depression and post-traumatic stress.

For people who have challenges like mine it makes a difference to receive advice from people who are specially trained, who provide circumstances-informed support, guidance in building towards a positive future. Thank you for your help.

Kind regards

Z.A."



4. STRUCTURE

Our model is one of collaboration and partnership, recognising that we can only achieve lasting change with the support and participation of the communities we serve. This approach is particularly evident in the partnerships that support our branches. Each branch is run with the support of a local partner so they can reflect and respond to the needs of each community. Our partners, which are either churches or local special-purpose charities with their own boards of trustees, raise funds to resource our branches, including employing some of our branch staff. They also provide true local representation and accountability, so that our branches are rooted in the communities they serve.

Our current branch partners are:

- West Kent Debt Advice
- St Paul's Money Advice Centre
- TW Money Advice Service
- Chiswick Money Advice Centre
- Holy Trinity Brompton church
- Pattern Church, Swindon
- Ascension Church, Balham
- Ealing Foodbank

5. GOVERNANCE & MANAGEMENT

Crosslight is a registered Charitable Incorporated Organisation which is governed by a constitution dated 17th July 2015.

Crosslight is governed by a Board of Trustees who are appointed by the existing trustees. All new trustees receive an induction to their role and the work of Crosslight. All trustees give their time voluntarily and receive no benefits from the charity.

The trustees have also established three board committees / working groups to coordinate and oversee specific aspects of Crosslight's activities: People, Compliance, and Fundraising. A trustee sits on each body which also comprises outside members with particular knowledge and experience in these fields.

The day-to-day management of Crosslight is delegated to the Chief Executive, supported by a team of staff and volunteers.

Pay & Remuneration

Pay and remuneration for all staff including key management personnel is determined by the People Committee based on individual performance and appropriate benchmarking. The committee has an independent chair and includes a mix of trustees and outside members with specialist skills.

6. FUNDING & SUPPORT

In 2020 Crosslight secured funding of over £386,000 to support our work with the most vulnerable. We are very grateful to the many individuals, companies, partners, churches and trusts that have given so generously. Crosslight relies on this voluntary income and it is only through the generosity of our supporters that our transformational work can continue.

In particular we would like to thank the following for their financial support, either directly through Crosslight, or in support of our partners:



Love You Neighbour

We were thrilled to be able to join forces with the nationwide cross-community Love Your Neighbour initiative powered by churches up and down the country in response to the pandemic.

What started as an emergency food bank in London as a response to the Covid-19 crisis, quickly evolved into a network of thousands of churches and other local organisations delivering over 7.5 million crisis meals, debt advice, employment support and other provision to help people most in need.



We were privileged to be one of the delivery partners for debt advice, and our two newest branches in Swindon and Balham were formed as a direct result of the Love Your

Neighbour project. Anchored by a generous grant from central government, Love Your Neighbour provided grant funding to our local church partners to enable these two new branches to open, as well as providing a central grant to support our work more widely. We look forward to working closely with this incredible movement of churches in the year ahead.

We're in this together

Provision of support

In addition to the financial support already recognised above, the trustees would like to sincerely thank the partner churches in which the Crosslight branches are based:

- St Paul's Church, Hammersmith
- Holy Trinity Brompton
- United Reformed Church, Tunbridge Wells
- St Nicholas Church, Chiswick
- Vine Evangelical Church, Sevenoaks
- HTB St Francis, Dalgarno Way
- St Stephens Church, Twickenham
- St Paul's Church, Hounslow West
- Tonbridge Baptist Church
- Pattern Church, Swindon
- Ascension Church, Balham

7. FINANCIAL REVIEW, RISK MANAGEMENT, & RESERVES POLICY

Total incoming resources for the period amounted to £440,487, an increase of just under 52% on 2019. Resources expended on charitable activities were £296,379, up 33% on the previous year.

The trustees continue to review and assess the key operational, governance, compliance and financial risks faced by Crosslight. Risks to the charity are monitored by a Risk and Compliance Committee and appropriate action taken where necessary.

The principal risk is a cash flow deficit should insufficient funds be raised. To this end, the trustees consider that free reserves should be equivalent to a minimum of six months of normal expenditure. In making this determination, the trustees are also mindful of spending commitments over the ensuing six months.

The trustees believe that this provides sufficient flexibility to cover temporary shortfalls in incoming resources and will allow the charity to continue its work and respond to unforeseen events whilst specific action plans are implemented. The level of reserves is monitored monthly.

At 31st December 2020, normal expenditure was £32,350 a month and the reserves target was **£194,100**. The actual net free reserves at year end was **£204,856**.

8. FUTURE PLANS

Our service delivery goals for the next 12 months include:

Making our service even more accessible

- Boosting the capacity of branches through more partnerships and satellites
- Greater use of technology: Build on key learnings of lockdown to deliver services more flexibly, piloting 'hybrid' appointments utilising a combination of volunteer-led face-to-face appointments with skilled advisers joining by video-link.

Building capacity

- Renewed focus on volunteers: Lockdown has made volunteering much more difficult. We plan to boost our volunteering capabilities further by dedicating a new staff resource to the recruitment, support, retention, and crucially training of volunteers
- Increasing our core capacity by recruiting additional case managers
- Targeting new branches: With the catalyst of the Love Your Neighbour project, and the learnings of moving to a 'remote' working pattern, we now have what we believe to be a workable model for opening new branches beyond our traditional catchment. We will look to fully launch and imbed the two new branches in Balham and Swindon as we continue to refine the model. We will seek to identify new church partners in 2021 with a view to opening further branches in 2021/22.

Broadening the support available

- We plan to provide extra support in this area through increased training and dedicated capacity, including through the recruitment of a benefits adviser to support benefits casework for more complex or technical cases, including appeals.

Launching a new Money Course website as well as self-study options

- Along with an easy booking process for the Online and restarting face-to-face Money Courses, the site will also provide comprehensive materials for download and use by churches and community groups who wish to run their own Money Courses, and the option for companies to request bespoke courses for their employees
- We are also building a self-study portal on the website so that individuals can access the Money Course material from anywhere with an internet connection, at their own pace, and with support.

Developing Crosslight's new Budget Coaching programme

- Rolling out our new Budget Coaching programme to provide a structure for delivering one-to-one budgeting sessions to anyone completing the Money Course. We aim to expand the programme throughout 2021, in terms of both numbers of Budget Coaches and those to whom the service can be offered, with the objective going forward of being able to provide individual Budget Coaching to all Money Course participants who feel this is appropriate for them.

9. INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES FOR THE PERIOD ENDED 31 DECEMBER 2020

I report on the accounts for the period ended 31.12.20 which are set out in the following pages.

Respective responsibilities of trustees and independent examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed. It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act), and
- state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

I am qualified to undertake this examination by being a qualified member of the ICAEW.

In connection with my examination, no matter has come to my attention which gives me reasonable cause to believe that in any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the requirements of Charities (Accounts and Reports) regulations 2008.

I have no concerns and have come across no matters to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Colin Webster, ACA

Date: 16th May 2021

10. ANNUAL ACCOUNTS

10a. Statement of Financial Activities for the 12 months ended 31 December 2020

	Note	2020 Unrestricted £	2020 Restricted £	2020 Total £	2019 Total £
Income from					
Grants, Donations and gifts	3	194,316	207,696	402,012	255,038
Advice service agreements	3	38,475	-	38,475	35,000
Total income		232,791	207,696	440,487	290,038
Expenditure on					
Charitable activities	4	116,223	180,156	296,379	222,346
Fund-raising	5	17,956	-	17,956	17,718
Total expenditure		134,179	180,156	314,335	240,064
Net income / (expenditure)		98,612	27,540	126,152	49,974
Total funds at 1 st January 2020	6	106,244	24,025	130,269	80,295
Total funds at 31st December 2020	6	204,856	51,565	256,421	130,269

10b. Balance Sheet as at 31 December 2020

	Note	£	2020 £	£	2019 £
Fixed Assets					
Tangible assets		-		-	
Current Assets					
Debtors	7	2,344		1,931	
Cash at bank and in hand		306,088		155,005	
Total current assets		308,432		156,936	
Less: liabilities due within 1 year	8	(52,011)		(26,667)	
Net current assets			256,421		130,269
Total net assets	9		256,421		130,269
Funds					
Unrestricted funds			204,856		106,244
Restricted funds	10		51,565		24,025
Total funds			256,421		130,269

The financial statements were approved by the Board of Trustees 20th May 2021 and signed on their behalf by:



Francis Ellison
Trustee (Chair)



Mark Farrar
Treasurer

10c. Notes to the Accounts

1. Accounting policies

A summary of principal accounting policies, all of which have been applied consistently throughout the year and the preceding year, is set out below:

a. Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

b. Critical accounting estimates and judgements

It is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements. The following judgements and estimates are considered by the trustees to have most significant effect on amounts recognised in the financial statements: (i) the carrying amounts of assets and liabilities, which are based on the best and most reliable evidence available at the time when the decisions are made and are based on historical experience and other factors that are considered to be applicable. Due to the inherent subjectivity involved in making such judgements, the actual results and outcomes may differ. These estimates are reassessed annually and amended where necessary to reflect current circumstances. (ii) the allocation of costs between activities, which is based

on estimates of the resources used by each activity.

c. Funds

Unrestricted funds represent the funds of the charity that are not subject to any restrictions regarding their use and are available for general charitable activities at the discretion of the trustees

Restricted funds represent those received for specific purposes as specified by the donors.

d. Income recognition

Charitable income is recognised on a cash received basis other than where an accruals basis provides a more accurate basis or will give a fairer representation of the underlying nature of the transaction. Income is recognised so far as there is entitlement to the income, there is certainty of its receipt and the amount is quantifiable.

e. Expenditure Recognition

Resources expended are included in the Statement of Financial Activities on an accruals basis, inclusive of VAT which cannot be recovered.

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category.

Expenditure on charitable activities includes all costs incurred by the charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.

f. Provisions

Provisions are recognised when there is a present obligation (legal or constructive) as a result of a past event, it is probable that the obligation will be required to be settled, and a reliable estimate can be made of the amount of the obligation. The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at the end of the reporting taking into account the risks and uncertainties surrounding the obligation. Provisions are discounted when the time value of money is material.

g. Financial instruments

Financial assets and liabilities are recognised when the charity becomes party to the contractual provisions of the financial instrument. The charity holds basic financial instruments which may comprise cash at bank, trade and other receivables and trade and other payables.

h. Financial assets and liabilities – classified as basic financial instruments

(i) Cash at bank and in hand

Cash at bank and in hand includes cash in hand, deposits held with banks, and other short-term highly liquid investments with original maturities of three months or less.

(ii) Other receivables

Other receivables are initially recognised at the transaction price, including any transaction costs. Amounts that are receivable within one year are measured at the undiscounted amount of the cash expected to be received.

(iii) Other payables

Other payables are initially measured at the transaction price, including any transaction costs, and subsequently measured at amortised cost using the effective interest method. Amounts that are payable within one year are measured at the undiscounted amount of the cash expected to be paid.

i. Going concern

After making enquiries, the trustees believe that Crosslight has adequate resources to continue in operational existence for the foreseeable future. For this reason, the trustees have continued to adopt the going concern basis in preparing the financial statements.

j. Cashflow statement

The charity has taken advantage of the exemption under FRS 102 from producing a cash flow statement on the grounds that it is a small entity.

k. Depreciation

Fixed assets are stated at cost less accumulated depreciation. Depreciation is provided at 33% per annum to write off the cost, less estimated residual value, of each asset over its expected useful life. Only assets costing more than £1,000 are capitalised.

2. Comparative Statement of Financial Activities for 2019

The following table analyses 2019's income and expenditure between unrestricted and restricted funds.

	2019 Unrestricted £	2019 Restricted £	2019 Total £
Income from			
Grants, Donations and gifts	151,538	103,500	255,038
Advice service agreements	35,000	-	35,000
Total income	186,538	103,500	290,038
Expenditure on			
Charitable activities	142,871	79,475	222,346
Fund-raising	17,718	-	17,718
Total expenditure	160,589	79,475	240,064
Net income / (expenditure)	25,949	24,025	49,974
Total funds at 1 st January 2018	80,295	-	80,295
Total funds at 31st December 2018	106,244	24,025	130,269

3. Grants and donations

	Unrestricted £	Restricted £	2020 £	2019 £
Grants, donations and gifts breakdown				
Trusts and foundations				
City Bridge Trust	8,450	33,800		24,600
City Bridge Trust Community Response	-	42,315		
Henry Smith Charity	-	60,000		25,000
Social Venture Partners London	2,500	-		9,000
National Lottery Awards for All	-	-		5,850
The Fore	22,011	-		8,333
Garfield Weston	15,000	-		
Tudor Trust	10,000	-		
Amalur Foundation	-	25,730		
London Legal Support Trust	-	9,486		
Charities Aid Foundation	6,252	24,365		
Local Authority (RBKC)		8,000		
Other	4,000			2,000
			271,909	74,783
Corporate (philanthropic)				
Markel Insurance	750			5,750
TSB	-	-		3,196
Therium	3,333	-		48,050
M&G Investments	-	-		12,500
Other	1,500			
			5,583	69,496
Partner charities contribution	91,700	4,000	95,700	90,900
Individuals	20,422	-	20,422	8,955
Other	8,398	-	8,398	3,161
	194,316	207,696	402,012	255,038

Advice service agreements

Corporate	3,475	-		-
Local Authority (LBHF)	35,000	-		35,000
	38,475	-	38,475	35,000

During 2020, Crosslight was awarded a number of multi-year grants and received funding from other multi-year grants awarded in previous years. These were:

Funder	Total amount awarded	Amount applied in year	No. of years	Receipt year
Henry Smith Charity	£180,000	£60,000	3	1 st
City Bridge Trust	£68,600	£33,800	2	1 st
Tudor Trust	£60,000	£10,000	3	1 st

4. Expenditure on charitable activities ¹

	2020 £	2019 £
Staff costs	259,342	199,853
Legal, professional and regulatory	3,194	3,014
Infrastructure, IT and office costs	13,448	13,393
Training and development	12,463	6,086
Other	7,932	-
	296,379	222,346

¹ Expenditure on charitable activities does not include four partner charities who supported our work during the year by employing staff and/or contributing to the local running costs of some of our branches. The total amount expended by these partners on the activities of Crosslight in 2020 was £158,967.

Staff costs	2020 £	2019 £
Wages and salaries	229,092	177,436
National insurance	16,379	13,508
Pension	12,104	8,274
Other staff costs	1,767	635
	259,342	199,853

The number of Crosslight-employed staff ² at year end was **13 (9.7 FTE)**, employed as follows:

	As at 31.12.20	As at 31.12.19
Full time staff	5	4
Part time staff	8 (4.7 FTE)	4

No employees earned more than £60,000 during the year

² These figures do not include staff employed by our partners and seconded to Crosslight. Including staff employed by our partners at 31st December 2020, there were 21 (15.2 FTE) staff in total (6 full time and 15 part time), compared to 15 (11 FTE) staff in total (5 full time and 10 part time) as at 31.12.19.

5. Fund-raising expenditure

	2020 £	2019 £
Staff costs ¹	17,714	17,322
Other costs	242	396
	17,956	17,718

¹ Staff costs relate to the salary and remuneration of an employed fundraiser.

6. Movement in funds

	At 1 st Jan 2020 £	Incoming resources £	Outgoing resources £	At 31 st Dec 2020 £
Restricted funds	24,025	207,696	180,156	51,565
Unrestricted funds	106,244	232,791	134,179	204,856
Total funds	130,269	440,487	314,335	256,421

7. Debtors

	2020 £	2019 £
Prepayments	2,306	1,706
Gift Aid recoverable	38	225
	2,344	1,931

8. Liabilities due within one year

	2020 £	2019 £
Unrestricted income received in advance	50,541	26,667
Pension Contributions in arrears	1,470	-
	52,011	26,667

9. Analysis of net assets between funds

	Unrestricted 2020 £	Restricted 2020 £	Total 2020 £	Total 2019 £
Tangible fixed assets	-	-	-	-
Cash and bank	254,523	51,565	306,088	155,005
Other current assets	2,344	-	2,344	1,931
(Liabilities)	(52,011)	-	(52,011)	(26,667)
Net assets at year end	204,856	51,565	256,421	130,269

10. Restricted funds analysis Current Year 2020

	Brought forward £	Income £	Expenses £	Carried forward £
Specified salaries	-	33,800	33,800	-
Restricted general running costs	-	60,000	60,000	-
Specified projects (North Kensington)	24,025	8,000	25,358	6,667
Specified projects (Hammersmith)	-	25,730	7,960	17,770
Covid-19 Response	-	76,166	49,038	27,128
Love Your Neighbour project	-	4,000	4,000	-
	24,025	207,696	180,156	51,565

Restricted funds analysis Prior Year 2019

	Brought forward £	Income £	Expenses £	Carried forward £
Specified salaries	-	24,600	24,600	-
Restricted general running costs	-	25,000	25,000	-
Specified projects (North Kensington)	-	48,050	24,025	24,025
Specified assets (e.g. IT equipment)	-	5,850	5,850	-
	-	103,500	79,475	24,025

11. Lease and guarantee obligations

As at 31 December 2020 the Charity was not committed to any lease agreements or guarantees.

12. Related party transactions

The following trustees or key management personnel (KMP) were connected to people or organisations that either received funds from or made donations to Crosslight.

Trustee or KMP	Related position	Related party transaction
Martin Duffy (Trustee)	Trustee of TW Money Advice Service (TWMAS)	TWMAS made contributions of £6,500 during 2020 (£6,500 in 2019)
	Member of St Stephen's church, Twickenham	St Stephen's provided free premises from which the charity operated
Francis Ellison (Trustee)	Trustee of St Paul's Money Advice Service (SPMAC)	SPMAC made contributions of £11,300 during 2020 (£10,500 in 2019)
	Trustee of St Paul's church, Hammersmith	St Paul's provided free premises from which the charity operated
Mark Farrar (Trustee)	Member of Tonbridge Baptist Church (TBC)	TBC provided free premises from which the charity operated
Tom Jackson (Trustee)	Trustee and Curate at Holy Trinity Brompton church (HTB)	HTB made contributions of £43,900 during 2020 (£43,900 in 2019) and provided free premises from which the charity operated
	CEO of Love Your Neighbour (LYN)	Some of our branches are delivery partners of LYN. LYN also provided grant funding through one of our partners of £4,000 in 2020 (£0 in 2019)
Nick Lines (Trustee)	Trustee of Chiswick Money Advice Centre (CMAC)	CMAC made contributions of £1,625 in 2020 (£0 in 2019)
	Trustee of St Nicholas church, Chiswick	St Nicholas made contributions of £4,875 during 2020 (£6,500 in 2019) and provided free premises from which the charity operated
Barry Lock (Trustee)	Trustee of West Kent Debt Advice (WKDA)	WKDA made contributions of £23,500 during 2020 (£23,500 in 2019)
	Member of Tonbridge Baptist Church (TBC)	TBC provided free premises from which the charity operated
Seonaid Mackenzie (Trustee)	Member of Holy Trinity Brompton church (HTB)	HTB made contributions of £43,900 during 2020 (£43,900 in 2019) and provided free premises from which the charity operated

No trustees received any remuneration from the charity during the year.

During 2020, Crosslight did not receive any donations from Trustees (2019 £5,000).

*“I was in such a state when we first met
and now, I’m a different person.”*



Crosslight Advice is a registered Charitable Incorporated Organisation (charity no. 1163306) and is authorised and regulated by the Financial Conduct Authority (registration no. 715066). Crosslight is part of the Community Money Advice network of debt advice agencies and a member of AdviceUK. Crosslight holds the Advice Quality Standard.

