

Trustees' report and accounts

12 months to 31 December 2024



crosslight
advice

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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

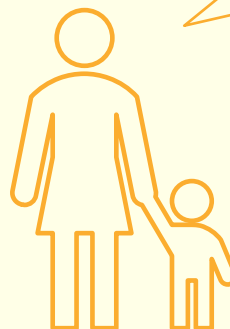
86% of clients said their main debt issue had been resolved

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.

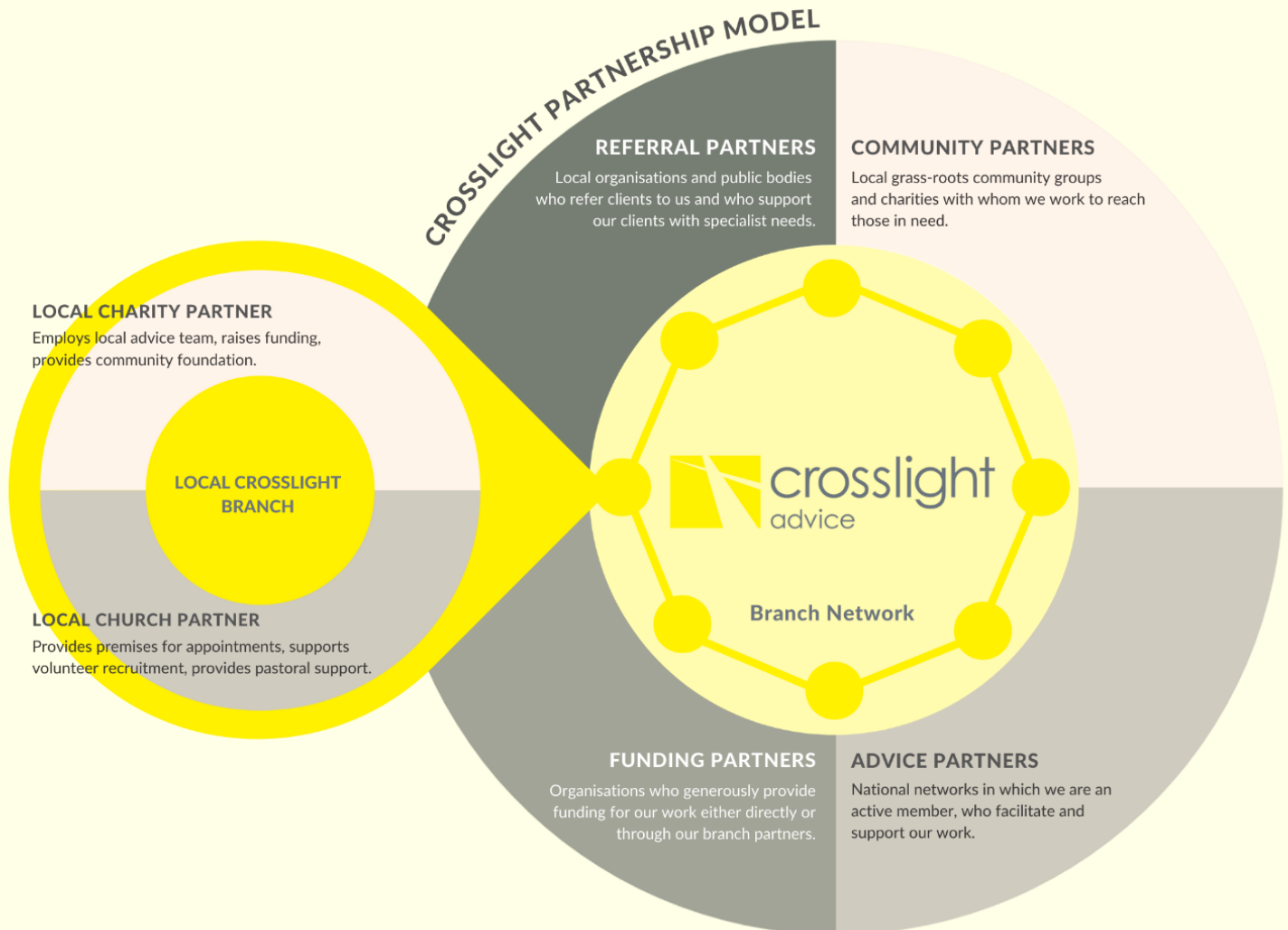
At one point during my journey with Crosslight, I disappeared for 2 months because I had too much pressure and was struggling with my mental health. During this time, I got a message from her every 7-10 days checking in on me. She continued to offer me help, including food vouchers, so I was always supported.

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.