



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 address
HTB 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

Our clients

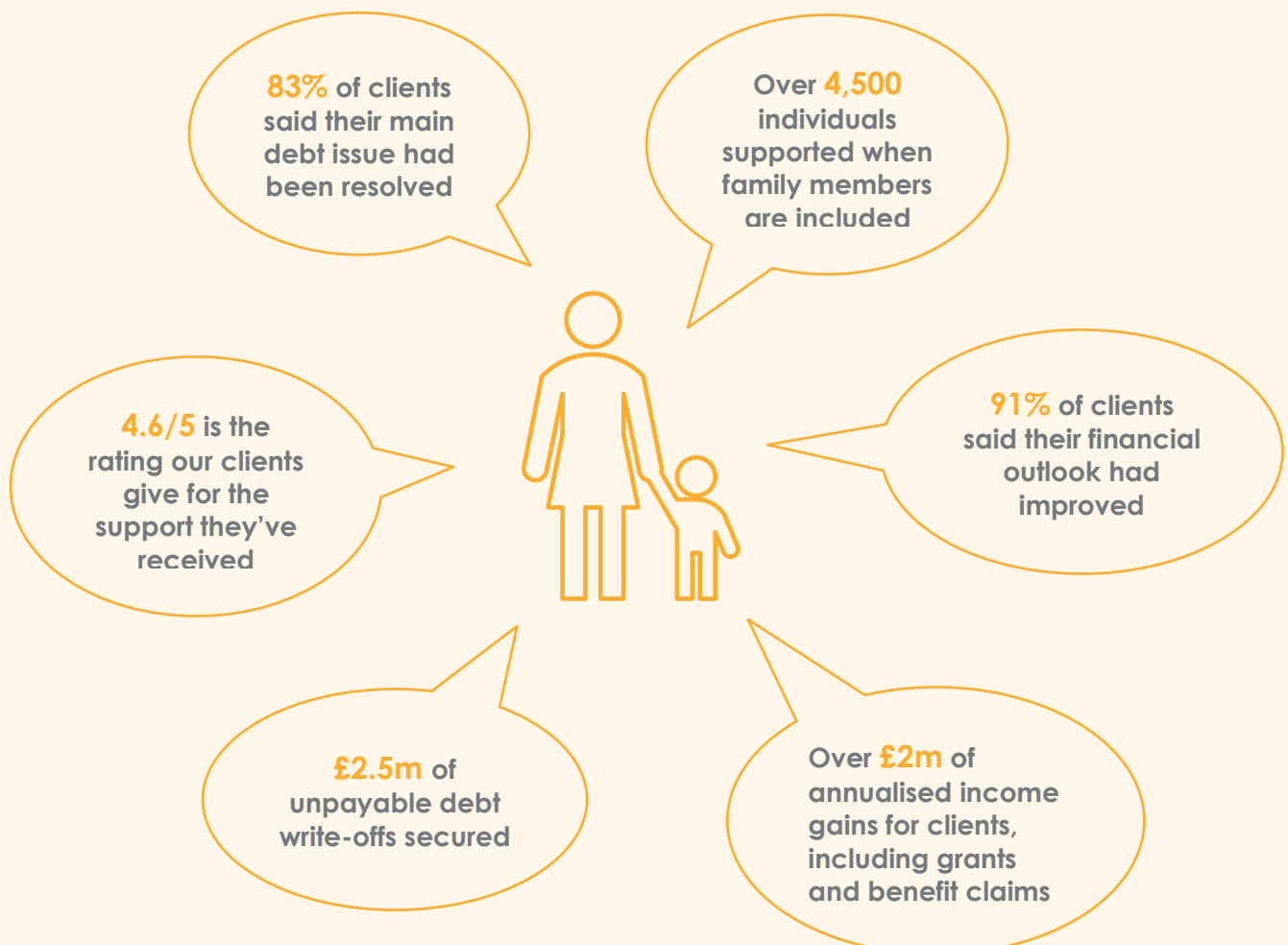
Two thirds (63%) of our debt clients have long-term physical or mental health problems

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

Governance

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



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."

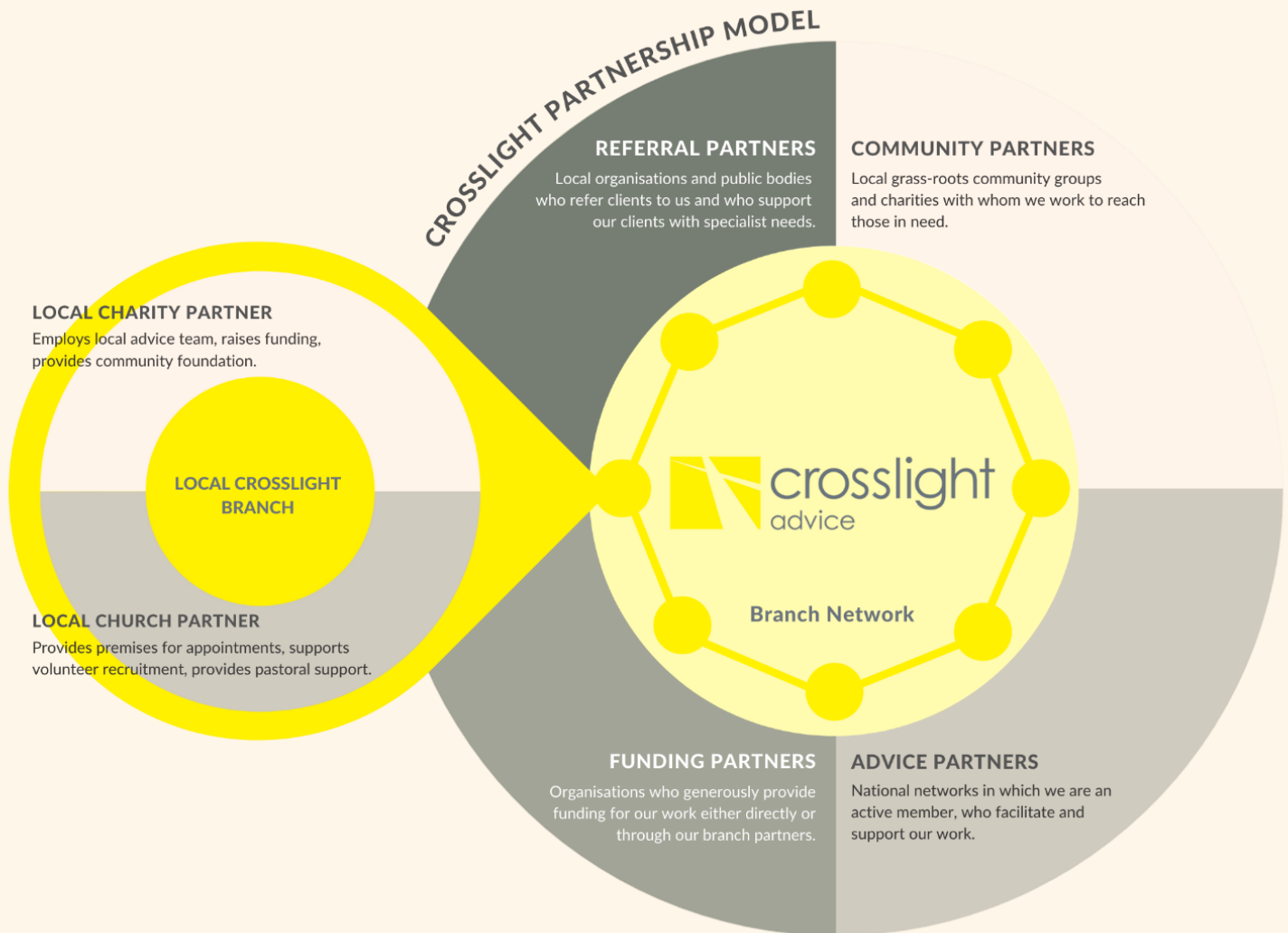
What our clients say...

"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		£396,804	£116,076	£512,880	£520,146
Less: liabilities due within 1 year	10	£19,598	£0	£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.