

Charity registration number 1169879 (England and Wales)

Company registration number 10286899

CITIZENS ADVICE LIVERPOOL LIMITED
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

CITIZENS ADVICE LIVERPOOL LIMITED

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr S F Anton Ms K M Crowe Mrs A M Gibbon Mr F T Hont Dr J B Organ Mr P R Wilkie Ms E Carey Ms J K Vithlani Mr S C Turner
Secretary	Ms H Jessop
Charity number (England and Wales)	1169879
Company number	10286899
Registered office	242 Picton Road Wavertree Liverpool L15 4LP
Auditor	DSG Audit Castle Chambers 43 Castle Street Liverpool L2 9TL

CITIZENS ADVICE LIVERPOOL LIMITED

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CITIZENS ADVICE LIVERPOOL LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2025

The trustees present their annual report and financial statements for the year ended 31 March 2025.

This report provides an overview of Citizens Advice Liverpool's activities for the financial year 2023-2024, including our financial performance and key statistics. It highlights our achievements in fulfilling our mission and objectives, especially in the face of ongoing economic challenges.

At Citizens Advice Liverpool, we understand the significant impact that life events like job loss, relationship breakdown, illness, or disability can have on individuals and families. We remain dedicated to providing comprehensive support and advice to those facing such challenges.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019).

Introduction

This report provides a concise overview of Citizens Advice Liverpool's activities and financial performance for the year 2024-2025. It highlights our achievements in fulfilling our mission amidst a dynamic and challenging period for both our clients and the organisation. We remain dedicated to providing comprehensive support and advice to individuals and families facing life's significant challenges, adapting to economic pressures and a shifting policy landscape.

Our Values

Our work is guided by our core values: **Quality, Responsiveness, Accountability, Creativity, and Fairness**. These values underpin our commitment to equality, diversity, and inclusion (EDI), ensuring accessible and welcoming services for all, particularly within our immigration services where clients often face unique vulnerabilities.

Operating Environment and Key Challenges

The 2024-2025 financial year presented a complex operational environment. The cost of living crisis continued to drive unprecedented demand for our services. Funding volatility was a significant challenge, as recommissioning processes for key contracts, including Health Contract Advice on Prescription, UKSPF Mind and Money, and Torus Housing, resulted in funding reductions (20% for Health, 50% for Mind and Money, with a forthcoming Torus reduction). These reductions necessitated restructuring and a redundancy process, which, while managed with alternative employment, took a toll on our dedicated workforce. Furthermore, the 2025 rise in employer National Insurance contributions (from 13.8% to 15%) placed significant financial pressure on the charity sector, impacting our operational costs. Our search for new premises was also affected by financial pressures, leading us to withdraw from city centre negotiations, and we are now pursuing more cost-effective options outside the city centre. Finally, the 2024 general election created a period of uncertainty among funders as new government priorities emerged.

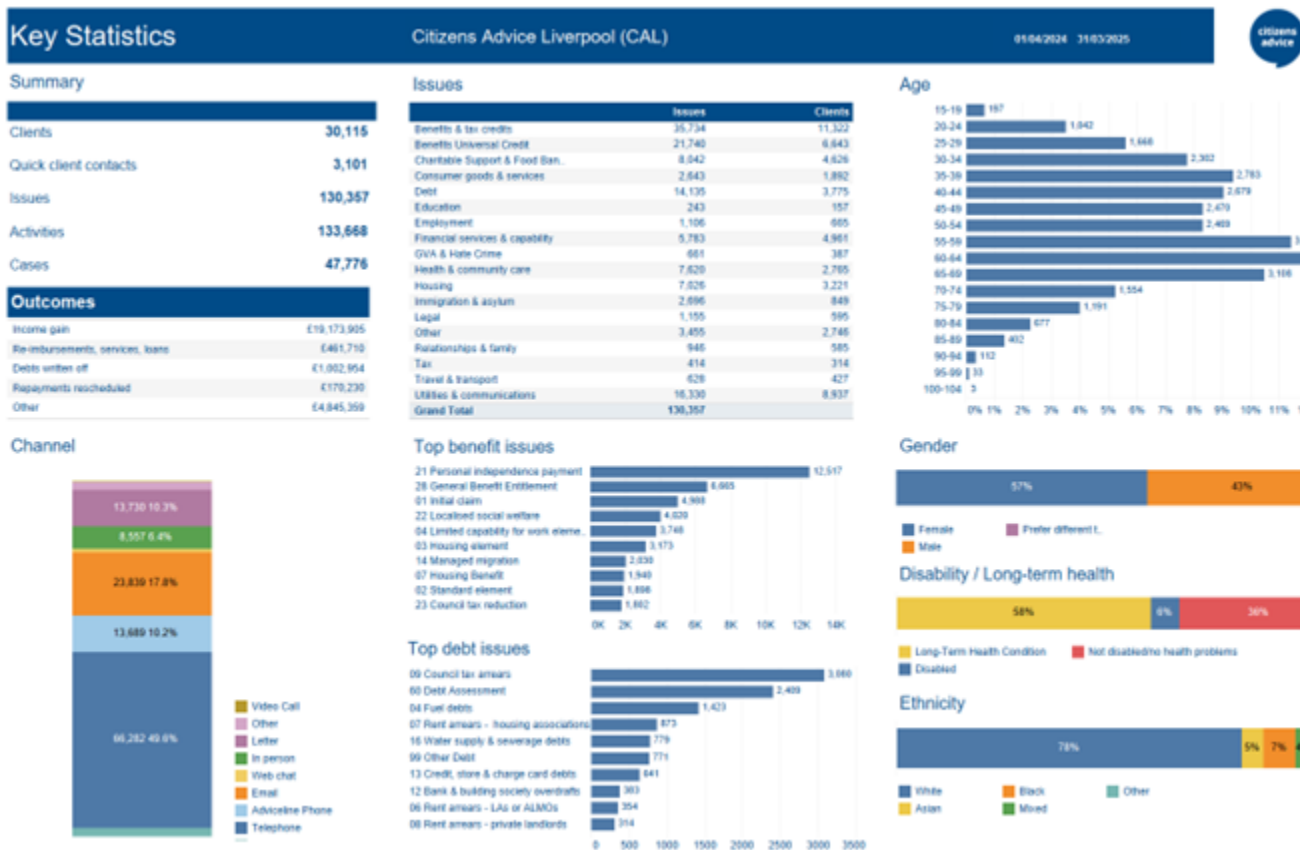
Performance and Impact

Despite these challenges, Citizens Advice Liverpool delivered substantial impact, directly improving thousands of lives. We provided advice and assistance to 30,115 clients, successfully addressing 130,357 new issues spanning welfare benefits, debt, housing, and immigration. A significant 5124 families required emergency support, including food and fuel vouchers, highlighting the complex, intertwined needs our skilled team addresses through in-depth support and casework. While an enormous amount of work is done by our service, we remain at the sharp end of comments about lack of access, despite over almost 30,000 people receiving advice, we are working hard to secure funding for services to increase capacity and expanding services to meet overwhelming demand.

CITIZENS ADVICE LIVERPOOL LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

2024-2025 Performance Dashboard



Financial Impact:

Our interventions led to significant financial gains and stability for clients. We increased clients' incomes by £24,480,974 comprising £19,420,517 in ongoing increases and £5,060,457 in one-off payments and backdated benefits, with almost 40% of clients financially better off after receiving advice. We also supported 9003 clients to access £2,342,037 in fuel support, helped access £37,577 in charitable support, and assisted 3,915 clients in accessing food banks. On the debt front, we managed a total of £13,273,514 of debt, including £1,978,879 in council tax debt and £1,334,427 in fuel debt, observing a concerning trend of employed people with negative budgets due to rising living costs.

CITIZENS ADVICE LIVERPOOL LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Key Project Successes & Adaptations

This year saw successful recommissioning for our vital 'Health Contract Advice on Prescription', 'UKSPF Mind and Money Project', and 'Torus Housing Contract', despite associated funding reductions. We also secured additional funding, including 'Our Liverpool' and 'e-visa' initiatives, to expand our immigration advice services, addressing a significant city-wide deficit. Our robust partnership with Liverpool City Council continued through the Household Support Fund (HSF), distributing over £1.7 million in heating support, and we are pleased to continue this vital service into Round 7.

Strategic Focus Areas

We maintained a strong focus on Debt Advice, providing crucial support to those with negative budgets; our Health Programme, delivering integrated support in primary and secondary care settings; and Emergency Support, ensuring the distribution of essential food and fuel vouchers to meet urgent community needs.

Working in Partnership

Collaboration remains central to our strategy. We continued to host and develop the Liverpool Access to Advice Network (LATAN), fostering crucial collaboration and information sharing among advice providers and community organisations across the city. Additionally, we actively engaged in various local and regional projects, working strategically with organisations that share our goals of tackling poverty and inequality.

Research and Campaigns

This year saw an increase in our Research and Campaigns work, providing evidence and responses to Central and local Government consultations on topics such as housing, pensioner poverty, and changes to welfare support, all with the intention to help drive systemic change. Our national influence was demonstrated when our response on winter fuel allowance for pensioners was published by DWP, and we were invited to give evidence to the Select Committee. Furthermore, our groundbreaking health research, a long-term partnership with Liverpool Integrated Care Board (ICB), NHS, and Liverpool University initiated in 2015, has been peer-reviewed and will be published early next financial year, powerfully demonstrating the positive impacts of quality-assured advice on the wider determinants of health.

Investing in Our People: Our Teams and Workforce Resilience

Our dedicated staff and volunteers are the backbone of our organisation. Their impressive resilience, willingness, energy, and professionalism are profoundly appreciated, and on behalf of myself and the trustees, I extend full and public thanks to the whole team. We are deeply committed to investing in our people through fair employment practices, upheld by our 'Fair Employment Charter' accreditation, and ensuring quality assurance, evidenced by excellent ratings in our Performance and Quality Framework audit. Crucially, we secured Lottery funding for the 'Adviser Learning Exchange', a Liverpool City-Wide training programme, to enhance the skills, well-being, and resilience of our staff and volunteers, particularly after the period of redundancies, ensuring they are equipped to handle increasingly complex cases.

Financial review

Total incoming resources for the year amounted to £4,349,809 (2024: £4,096,212) and total resources expended amounted to £4,231,419 (2024: £4,082,038) giving a surplus before actuarial gains/losses in respect of the pension liability of £118,390 (2024: £14,174).

Total reserves at the 31 March 2025 were £1,528,101 (2024: £1,409,711).

Total unrestricted reserves were £1,475,647 (2024: £1,367,825) and restricted reserves were £52,454 (2024: £41,886). The general unrestricted reserves are £1,092,312 (2024: £1,007,795).

The trustees extend their gratitude to Liverpool City Council who continued to support the core operating capacity of the charity.

CITIZENS ADVICE LIVERPOOL LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Reserves policy

Citizens Advice Liverpool Limited is required to ensure that any free reserves are available in each financial year to meet any reasonable foreseeable contingency. Despite the short term and volatile nature of the funding the management team and trustees will endeavour to secure funding on a regular basis from as many sources as possible. The charity take all necessary steps to ensure that the cessation of one or more funding streams would not present so serious a challenge to the future of the organisation that it could not be managed. So as to continue to provide a best value advice service in reviewing the potential costs that could arise should a significant reduction in income be incurred, the trustees have determined that "free reserves" should be maintained equal to between 3 and 6 month's normal operating expenditure. Based on current levels of general unrestricted reserves, this is currently sufficient for between 3 and 4 months of operating costs.

Loss of funding is always the principal external risk, this is mitigated by seeking to secure funding across a range of sources and by holding sufficient reserves to cover some loss of funding.

Looking Ahead: Strategic Priorities for 2025-2026

As we look to 2025, we are embarking on a new period of business planning that will allow us to refresh our Mission and Vision and renew our values and objectives, creating a service truly fit for the future.

Our key strategic priorities for the upcoming year include optimising our physical presence by relocating to a smaller, more cost-effective central premises; implementing a refreshed service delivery model detailing how our services will be delivered across the city via partnerships and outreaches; and reviewing our funding strategy alongside our delivery plan. Diversifying income streams to ensure financial resilience is paramount to developing a thriving sustainable service. We look forward to building on these foundations, continuing to be a beacon of support for those who need us most.

Review of risks

The trustees have assessed the major risks to which the charity is exposed and are satisfied that systems are in place to mitigate exposure to the major risks.

Loss of funding is always the principal external risk. However, the charity did not experience any cancellation of existing contracts due to COVID-19 and is moving into a period of recommissioning for some services with optimism having performed robustly against targets throughout the year. Overall risks are mitigated by seeking to secure funding across a range of sources and by holding sufficient reserves to cover some loss of funding.

Internal risks are mitigated by the implementation of strong financial controls which are regularly reviewed. The Finance, Risk and Governance Sub-Committee meets quarterly to review risks and controls.

Strategic plans for the future are to concentrate on integrating and optimising the services, in particular rationalising office space whilst continuing to seek opportunities to widen the scope of the services provided. The charity will look for opportunities to work co-operatively with other Local Citizens Advice offices across the City Region.

CITIZENS ADVICE LIVERPOOL LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Structure, governance and management

The charity is a company limited by guarantee, incorporated on 19th July 2016 and registered as a charity on 26 October 2016. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. The current Memorandum and Articles of Association have been approved by the Charity Commission and Companies House. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

At the 31 March 2025 the charity had 9 trustees.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mr S F Anton

Ms K M Crowe

Mrs A M Gibbon

Mr F T Hont

Dr J B Organ

Mr P R Wilkie

Ms D Aspinall

(Resigned 13 November 2024)

Ms E Carey

Ms J K Vithlani

Ms R S Harrison

(Resigned 15 May 2024)

Mr S C Turner

Trustees are elected from the local community and must either reside or work in Merseyside. An elections committee made up of trustees, the Company Secretary and chaired by the Chair, oversees the elections process for Board appointments. A separate process agreed by the Trustee Board is followed for the election of the Chair. The procedure detailed above identifies the process by which each of the current trustees were elected. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

A successful recruitment drive took place, targeted to improve the equality and diversity of the board and bridge the skill gaps identified. The Board is delighted to welcome our four new Trustees to the service.

Citizens Advice Liverpool is governed by its members Trustee Board that is responsible for setting the strategic direction of the organisation and the policy of the charity. The trustees carry the ultimate responsibility for the conduct of the organisation and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to the Chief Officer who reports directly to the trustees. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public

Newly appointed Trustees are provided with a comprehensive induction to Citizens Advice Liverpool Limited through the provision of induction and training materials and mentoring by established trustees.

Citizens Advice Liverpool Limited has membership of Citizens Advice (CA), the operating name of the National Association of Citizens Advice Bureau, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Citizens Advice Liverpool in order to fulfil its charitable objects and comply with the national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

Auditor

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

CITIZENS ADVICE LIVERPOOL LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) ***FOR THE YEAR ENDED 31 MARCH 2025***

Disclosure of information to auditor

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

The trustees' report was approved by the Board of Trustees.

Mr P R Wilkie
Trustee

8 September 2025

CITIZENS ADVICE LIVERPOOL LIMITED

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2025

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

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

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

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

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

CITIZENS ADVICE LIVERPOOL LIMITED

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF CITIZENS ADVICE LIVERPOOL LIMITED

Opinion

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

In our opinion, the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

CITIZENS ADVICE LIVERPOOL LIMITED

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF CITIZENS ADVICE LIVERPOOL LIMITED

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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

Discussions with and enquiries of management and those charged with governance were held with a view to identifying those laws and regulations that could be expected to have a material impact on the financial statements. During the engagement team briefing, the outcomes of these discussions and enquiries were shared with the team, as well as consideration as to where and how fraud may occur in the entity.

The following laws and regulations were identified as being of significance to the entity:

- Those laws and regulations considered to have a direct effect on the financial statements include UK financial reporting standards, Company Law, Tax and Pensions legislation, and Charity Law.
- Those laws and regulations for which non-compliance may be fundamental to the operating aspects of the charity and therefore may have a material effect on the financial statements include compliance with charitable objectives, public benefit, fundraising regulations, safeguarding and health and safety legislation.

Audit procedures undertaken in response to the potential risks relating to irregularities (which include fraud and non-compliance with laws and regulations) comprised of: inquiries of management and the Trustees as to whether the entity complies with such laws and regulations; enquiries with the same concerning any actual or potential litigation or claims; inspection of relevant legal correspondence; review of Trustee meeting minutes; testing the appropriateness of journal entries; and the performance of analytical review to identify unexpected movements in account balances which may be indicative of fraud

CITIZENS ADVICE LIVERPOOL LIMITED

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF CITIZENS ADVICE LIVERPOOL LIMITED

No instances of material non-compliance were identified. However, the likelihood of detecting irregularities, including fraud, is limited by the inherent difficulty in detecting irregularities, the effectiveness of the entity's controls, and the nature, timing and extent of the audit procedures performed. Irregularities that result from fraud might be inherently more difficult to detect than irregularities that result from error. As explained above, there is an unavoidable risk that material misstatements may not be detected, even though the audit has been planned and performed in accordance with ISAs (UK).

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

Use of our report

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

Jean Ellis BA FCA CTA (Senior Statutory Auditor)

For and on behalf of DSG Audit, Statutory Auditor

Chartered Accountants

Castle Chambers

43 Castle Street

Liverpool

L2 9TL

8 September 2025

CITIZENS ADVICE LIVERPOOL LIMITED

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Income from:							
Charitable activities	3	2,278,704	2,019,523	4,298,227	893,485	3,166,705	4,060,190
Investments	4	51,582	-	51,582	36,022	-	36,022
Total income		2,330,286	2,019,523	4,349,809	929,507	3,166,705	4,096,212
Expenditure on:							
Charitable activities	5	2,353,302	1,878,117	4,231,419	891,391	3,190,647	4,082,038
Total expenditure		2,353,302	1,878,117	4,231,419	891,391	3,190,647	4,082,038
Net income/(expenditure)		(23,016)	141,406	118,390	38,116	(23,942)	14,174
Transfers between funds		130,838	(130,838)	-	(14,934)	14,934	-
Other recognised gains and losses:							
Actuarial losses on defined benefit pension schemes		-	-	-	(24,000)	-	(24,000)
Net movement in funds	7	107,822	10,568	118,390	(818)	(9,008)	(9,826)
Reconciliation of funds:							
Fund balances at 1 April 2024		1,367,825	41,886	1,409,711	1,368,643	50,894	1,419,537
Fund balances at 31 March 2025		1,475,647	52,454	1,528,101	1,367,825	41,886	1,409,711

The notes on pages 14 to 25 form part of these financial statements.

CITIZENS ADVICE LIVERPOOL LIMITED

BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Fixed assets					
Tangible assets	11		303,521		316,528
Current assets					
Debtors	12	415,369		616,380	
Cash at bank and in hand		1,492,293		1,293,509	
		<u>1,907,662</u>		<u>1,909,889</u>	
Creditors: amounts falling due within one year	13	<u>(683,082)</u>		<u>(816,706)</u>	
Net current assets			1,224,580		1,093,183
Total assets less current liabilities			<u>1,528,101</u>		<u>1,409,711</u>
Net assets			<u>1,528,101</u>		<u>1,409,711</u>
The funds of the charity					
Restricted income funds	15	52,454		41,886	
Unrestricted funds	16	1,475,647		1,367,825	
		<u>1,528,101</u>		<u>1,409,711</u>	

The financial statements were approved by the trustees on 8 September 2025

Mr P R Wilkie
Trustee

Company registration number 10286899 (England and Wales)

CITIZENS ADVICE LIVERPOOL LIMITED

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Cash flows from operating activities					
Cash generated from/(absorbed by) operations	19		147,202		(624,523)
Investing activities					
Investment income received		51,582		36,022	
Net cash generated from investing activities			51,582		36,022
Net cash generated from financing activities			-		-
Net increase/(decrease) in cash and cash equivalents			198,784		(588,501)
Cash and cash equivalents at beginning of year			1,293,509		1,882,010
Cash and cash equivalents at end of year			1,492,293		1,293,509

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

Charity information

Citizens Advice Liverpool Limited is a private company limited by guarantee incorporated in England and Wales. The registered office is 242 Picton Road, Wavertree, Liverpool, L15 4LP.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

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

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

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

1.3 Charitable funds

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

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

1.4 Income

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

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

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

1.5 Expenditure

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs can not be directly attributed to particular headings the have been allocated to activities on a basis consistent with the use of resources.

1.6 Tangible fixed assets

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

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

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

Freehold land and buildings	2% per annum straight line
Leasehold land and buildings	straight line over the lease
Fixtures and fittings	25% straight line
Computers	25% straight line

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

Assets are capitalised if valued over £1,000 at the point of receipt.

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Cash and cash equivalents

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

1.9 Financial instruments

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

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

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

Basic financial assets

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

Derecognition of financial assets

Financial assets are derecognised only when the contractual rights to the cash flows from the asset expire or are settled, or when the charity transfers the financial asset and substantially all the risks and rewards of ownership to another entity, or if some significant risks and rewards of ownership are retained but control of the asset has transferred to another party that is able to sell the asset in its entirety to an unrelated third party.

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

Basic financial liabilities

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

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

Derecognition of financial liabilities

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

1.10 Taxation

The charity benefits from various exemptions from taxation offered by tax legislation and is not liable to corporation tax on income and gains falling within those exemptions. Recovery is made of tax deducted from qualifying income and from receipts under gift aid.

1.11 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.12 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

The charity participates in the Pensions Trust's Growth Plan for certain of its employees. The Growth Plan is a multi-employer pension plan. Assets and liabilities of the scheme are not accounted for in the financial statements in accordance with FRS 102. A deficit funding plan has been agreed and a provision has been recognised in the financial statements for the net present value of the future contributions.

2 Critical accounting estimates and judgements

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

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

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

3 Income from charitable activities

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Services provided under contract	2,277,558	2,019,523	4,297,081	881,996	3,166,705	4,048,701
Other income	1,146	-	1,146	11,489	-	11,489
	<u>2,278,704</u>	<u>2,019,523</u>	<u>4,298,227</u>	<u>893,485</u>	<u>3,166,705</u>	<u>4,060,190</u>

4 Investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Interest receivable	<u>51,582</u>	<u>36,022</u>

5 Expenditure on charitable activities

	2025 £	2024 £
Direct costs		
Staff costs	3,621,212	3,516,001
Depreciation and impairment	13,007	13,007
Premises costs	184,471	146,658
Office costs	318,859	273,165
Staff and volunteer costs	<u>78,172</u>	<u>92,941</u>
	<u>4,215,721</u>	<u>4,041,772</u>
Share of support and governance costs (see note 6)		
Governance	<u>15,698</u>	<u>40,266</u>
	<u>4,231,419</u>	<u>4,082,038</u>
Analysis by fund		
Unrestricted funds	2,353,302	891,391
Restricted funds	<u>1,878,117</u>	<u>3,190,647</u>
	<u>4,231,419</u>	<u>4,082,038</u>

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

6 Support costs allocated to activities

	2025 £	2024 £
Governance costs	15,698	40,266
Analysed between:		
Audit fees	12,880	12,800
Legal and professional	1,695	26,028
Trustee expenses	1,123	1,438
	15,698	40,266

7 Net movement in funds

	2025 £	2024 £
The net movement in funds is stated after charging/(crediting):		
Fees payable for the audit of the charity's financial statements	12,880	12,800
Depreciation of owned tangible fixed assets	13,007	13,007

8 Trustees

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

9 Employees

The average monthly number of employees during the year was:

	2025 Number	2024 Number
Administration	31	31
Service providers	97	97
Total	128	128

Employment costs

	2025 £	2024 £
Wages and salaries	3,255,079	3,146,858
Social security costs	280,110	275,727
Other pension costs	86,023	93,416
	3,621,212	3,516,001

Redundancy and termination payments totalling £56,733 (2024: £nil) were made in the reporting period.

There were no employees whose annual remuneration was more than £60,000.

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

9 Employees

(Continued)

Remuneration of key management personnel

The remuneration of key management personnel was as follows:

	2025 £	2024 £
Aggregate compensation	67,112	94,383

10 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

11 Tangible fixed assets

	Freehold land and buildings £	Leasehold land and buildings £	Fixtures and fittings £	Computers £	Total £
Cost					
At 1 April 2024	334,715	95,991	214,521	14,847	660,074
At 31 March 2025	334,715	95,991	214,521	14,847	660,074
Depreciation and impairment					
At 1 April 2024	29,685	95,991	203,023	14,847	343,546
Depreciation charged in the year	6,695	-	6,312	-	13,007
At 31 March 2025	36,380	95,991	209,335	14,847	356,553
Carrying amount					
At 31 March 2025	298,335	-	5,186	-	303,521
At 31 March 2024	305,030	-	11,498	-	316,528

12 Debtors

	2025 £	2024 £
Amounts falling due within one year:		
Trade debtors	280,209	515,910
Other debtors	125,423	93,179
Prepayments and accrued income	9,737	7,291
	415,369	616,380

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

13 Creditors: amounts falling due within one year

	2025 £	2024 £
Other taxation and social security	121,463	112,112
Deferred income	220,454	129,593
Trade creditors	81,389	130,743
Other creditors	158,061	337,430
Accruals	101,715	106,828
	<u>683,082</u>	<u>816,706</u>

14 Retirement benefit schemes

	2025 £	2024 £
Defined contribution schemes		
Charge to profit or loss in respect of defined contribution schemes	<u>86,023</u>	<u>93,416</u>

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

Defined benefit schemes

Key assumptions

	2025 %	2024 %
Discount rate	5.8	4.9
Expected rate of increase of pensions in payment	2.8	2.8
Expected rate of salary increases	4.2	4.2
CPI inflation	<u>2.7</u>	<u>2.7</u>

Mortality assumptions

The assumed life expectations on retirement at age 65 are:

	2025 Years	2024 Years
Retiring today		
- Males	20.8	20.9
- Females	<u>23.5</u>	<u>23.4</u>
Retiring in 20 years		
- Males	22.1	22.2
- Females	<u>25.2</u>	<u>25.2</u>
Current service cost	12,000	11,000
Net interest on defined benefit liability/(asset)	<u>(13,000)</u>	<u>(10,000)</u>
Total costs/(income)	<u>(1,000)</u>	<u>1,000</u>

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

14 Retirement benefit schemes

(Continued)

The amounts included in the balance sheet arising from the charity's obligations in respect of defined benefit plans are as follows:

	2025 £	2024 £
Liabilities/(assets):		
Present value of defined benefit obligations	1,140,000	1,086,000
Fair value of plan assets	(1,140,000)	(1,086,000)
	<u> </u>	<u> </u>
Deficit in scheme	-	-
	<u> </u>	<u> </u>

	2025 £
<i>Movements in the present value of defined benefit obligations</i>	
Liabilities at 1 April 2024	1,086,000
Current service cost	12,000
Contributions from scheme members	5,000
Actuarial gains and losses	(4,000)
Interest cost	41,000
	<u> </u>
At 31 March 2025	1,140,000
	<u> </u>

The defined benefit obligations arise from plans which are wholly or partly funded.

	2025 £
<i>Movements in the fair value of plan assets</i>	
Fair value of assets at 1 April 2024	1,086,000
Interest income	54,000
Contributions by the employer	9,000
Contributions by scheme members	5,000
Other	(14,000)
	<u> </u>
At 31 March 2025	1,140,000
	<u> </u>

The actual return on plan assets was £54,000 (2024 - £49,000).

	2025 £	2024 £
<i>Fair value of plan assets</i>		
Equity instruments	610,000	569,000
Debt instruments	64,000	76,000
Property	136,000	127,000
Cash	18,000	11,000
Other	312,000	303,000
	<u> </u>	<u> </u>
	1,140,000	1,086,000
	<u> </u>	<u> </u>

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

15 Restricted funds

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

	At 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2025 £
Health & Wellbeing	7,711	215,682	(160,200)	(62,193)	1,000
Money Advice & Financial Wellbeing	34,175	777,038	(736,040)	(49,378)	25,795
Social Justice & Welfare Support	-	782,745	(728,557)	(28,529)	25,659
Partnerships & Innovations	-	94,608	(103,870)	9,262	-
General Advice	-	149,450	(149,450)	-	-
	<u>41,886</u>	<u>2,019,523</u>	<u>(1,878,117)</u>	<u>(130,838)</u>	<u>52,454</u>
Previous year:	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2024 £
Health & Wellbeing	50,894	733,157	(776,340)	-	7,711
Money Advice & Financial Wellbeing	-	1,002,216	(968,041)	-	34,175
Social Justice & Welfare Support	-	1,354,866	(1,366,621)	11,755	-
Partnerships & innovations	-	76,466	(79,645)	3,179	-
	<u>50,894</u>	<u>3,166,705</u>	<u>(3,190,647)</u>	<u>14,934</u>	<u>41,886</u>

Health & Wellbeing - Advice and Link Work services, improving mental health and wellbeing by supporting patients with non-medical issues that may impact on their health. CAL provides treatment options that help patients work towards debt reduction, financial stability, better housing and employment conditions and reduced social isolation. The services also include specialist areas providing support for perinatal patients, those living with cancer and those with chronic respiratory illnesses.

Money Advice & Financial Wellbeing - Provision of a specialist debt, money and pensions advice service. Particularly supporting clients to maximise their income and manage debt issues.

Social Justice & Welfare Support - Services providing specialist welfare benefits advice and representation. Working in partnership with other agencies to improve the outcomes of clients who do not have access to legal aid or advice. Providing initiatives to help improve health and economic wellbeing for ethnic communities in Liverpool.

Partnership & Innovations - Provision of a welcome programme for Hong Kong British Nationals (overseas) settling in Liverpool, support to clients seeking EU Settled Status following Brexit and support to clients experiencing the effects of hate crimes.

General Advice - Provision of services to support clients experiencing the effects of hate crime, promote the advancement of legal education and upskill those employees and volunteers supporting charities in the Liverpool city region.

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) *FOR THE YEAR ENDED 31 MARCH 2025*

15 Restricted funds

(Continued)

Restricted Funding has been provided by the following organisations:

- Liverpool City Council
- NHS Cheshire and Merseyside Integrated Care Board
- Home Office
- National Association of Citizens Advice Bureaux
- Macmillan
- Pension Wise
- Big Lottery
- Greater Merseyside Money Advice Partnership (GMMAP)
- Office for the Police and Crime Commissioner (OPCC)
- Ministry of Justice
- Freshfield Foundation

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

16 Designated funds

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

	Movement in funds			Movement in funds			
	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Balance at 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £
Restructuring reserve fund	55,000	-	-	55,000	-	-	(55,000)
Land & buildings reserve fund	311,725	-	(6,695)	305,030	-	(6,695)	-
Business relocation reserve fund	-	-	-	-	-	-	85,000
	<u>366,725</u>	<u>-</u>	<u>(6,695)</u>	<u>360,030</u>	<u>-</u>	<u>(6,695)</u>	<u>30,000</u>
							<u>383,335</u>

Restructuring reserve fund

This fund reflects the estimated costs relating to the expected organisational restructure around recommissioning of significant projects in 2021/22 and 2022/23.

Land and buildings reserve fund

This fund reflects the carrying value of the property owned and used operationally by the charity.

Business relocation reserve fund

This fund is intended to support relocating to new premises in the next financial year.

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

17 Analysis of net assets between funds

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Fund balances at 31 March 2025 are represented by:						
Tangible assets	303,521	-	303,521	316,528	-	316,528
Current assets/(liabilities)	1,172,126	52,454	1,224,580	1,051,297	41,886	1,093,183
	<u>1,475,647</u>	<u>52,454</u>	<u>1,528,101</u>	<u>1,367,825</u>	<u>41,886</u>	<u>1,409,711</u>

18 Company limited by guarantee

Citizens Advice Liverpool Limited is incorporated under the Companies Act as a company limited by guarantee. The liability of the members is limited to £1.

19 Cash generated from operations

	2025 £	2024 £
Surplus/(deficit) for the year	118,390	14,174
Adjustments for:		
Investment income recognised in statement of financial activities	(51,582)	(36,022)
Depreciation and impairment of tangible fixed assets	13,007	13,007
Difference between pension charge and cash contributions	-	(24,000)
Movements in working capital:		
Decrease/(increase) in debtors	201,011	(499,305)
(Decrease) in creditors	(224,485)	(142,943)
Increase in deferred income	90,861	50,566
Cash generated from/(absorbed by) operations	<u>147,202</u>	<u>(624,523)</u>

20 Analysis of changes in net funds

The charity had no material debt during the year.