

Company number: 08290395

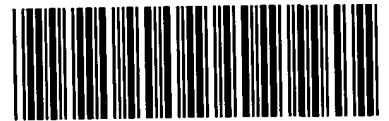
Charity number: 1171817



# Citizens Advice SORT Group Ltd

Report and financial statements for year ending  
31 March 2025

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COMPANIES HOUSE

## Citizens Advice SORT Group Ltd

### References and administrative information for the year ended 31 March 2025

#### Trustees

Brenda Warrington, Chairperson - resigned 12 February 2025  
Peter Allen, Chair of Finance, Risk and Assurance Committee, also appointed as Chairperson of the board 12 February 2025  
Margaret Anne Bradbury  
Martyn Beauchamp, Chair of Transformation Committee - resigned 13 December 2024  
Sarah Diller - resigned 17 December 2024  
Emily Allen, Chair of People Committee  
David Trafford - resigned 29 May 2025  
Andrew Hunter - resigned 15 April 2025  
Francine Ryan - appointed 13 March 2025  
Pamela Day - appointed 29 May 2025  
Alicia Hall - appointed 29 May 2025  
Alex Price - appointed 29 May 2025

#### Principal staff

Jonathan Yates, Chief Executive Officer

#### Principal address

Huckletree, The Express Building,  
9 Great Ancoats Street, Manchester, M4 5AD

#### Company number

08290395

#### Charity number

1171817

#### Bankers

Santander PLC  
Bridle Road, Bootle, Merseyside, L30 4GB

CAF Flagstone  
1st Floor, Clareville House, 26-27 Oxendon Street, London, SW1Y 4EL

#### Auditors

Slade & Cooper Ltd  
Beehive Mill, Jersey Street, Ancoats, Manchester, M4 6JG

## Citizens Advice SORT Group Ltd

### Trustees' Annual Report for the year ended 31 March 2025

The trustees, who are directors for the purposes of company law, present the annual report, together with the financial statements and auditors' report of the charity ending 31 March 2025.

## About Citizens Advice SORT Group

The charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Greater Manchester and surrounding areas.

The main activities undertaken to further our charitable purposes for public benefit are to provide the advice people need for the problems that they face and improve the policies and practices that affect people's lives. Our highly trained people deliver information, advice and guidance services, a mixture of paid staff and volunteers, providing services predominantly in Stockport, Oldham, Rochdale, and Trafford.

The trustees confirm that they have referred to the information contained in the Charity Commission's general guidance on public benefit when planning activities and setting policies and priorities for the year ahead.

## Who we helped in 2024/25

In total, we supported over 40,000 people via multiple channels dealing with 115,961 issues over this period with the biggest five issue areas being:

- Benefits - Universal Credit
- Benefits & Tax Credits
- Debt
- Energy related issues
- Financial services & capability

In 2024/25 the number of people turning to our service for information remained comparable to the previous year, however the complexity of issues increased, with clients often presenting with multiple queries.

Delivering multi-channel services across digital services, face-to-face appointments and telephone advice allows us streamline service delivery, workflow and engagement - meeting the diverse range of client needs.

Citizens Advice SORT Group Ltd

Trustees' Annual Report for the year ended 31 March 2025

## Our value to society

Each year, we give thousands of people the knowledge and confidence to find a way forward. We do this by providing advice, education, support, and influencing policies and practices that affect our clients. We survey hundreds of people yearly to give us the evidence we need to measure our impact.

For every £1 of charitable expenditure

- We deliver £31 of broader economic and social benefit
- We save the government and public services £4
- We delivered an estimated £23 social and economic value to society

Our survey results were as follows;

### **Ease of access**

"How easy or difficult did you find it to access the service?"

72% confirmed it was either neutral, easy or very easy to access our service

### **Way forward**

"To what extent did the service help you to find a way forward?"

80% confirmed we'd either moderately, greatly or completely helped them find a way forward

### **Problem resolved**

"To what extent is your problem now resolved?"

73% confirmed we'd either partly, mostly or completely resolved their problem

### **Recommend**

"How likely would you be to recommend the service."

83% confirmed they would likely or very likely recommend our service

## Financial outcomes for the people we help

For many people who turn to us for help, we look at how we can maximise their income by ensuring they receive all the benefits they are entitled to.

- We helped people access an extra £18m in one-off and ongoing additional income for local people
- We wrote off and rescheduled almost £500k of debt

## Our strategy

Our vision for 2025 is that we'll help more people than ever before.

This plan looks to refocus our activity on three main strategic themes:

- **Advice** - we'll have met more demand across all our advice channels
- **Sustainability** - we'll have grown and diversified our business, becoming more effective and efficient in a sustainable way
- **Culture** - we'll be a great place to work where people perform at their best

As part of our strategy, we've adopted a new client commitment:

- **It's easy to get support from us** - Our services will be available when you need them in a way that works for you.
- **Our service will be joined up** - You'll be able to access advice quickly and easily through our different services and channels without having to repeat yourself.
- **We'll help you find a way forward, whatever your problem** - We have the resources, tools and expertise to solve your problem. If we can't help directly, we'll signpost you or make a smooth referral to a trusted partner.
- **You'll get the level of support you need** - Whatever your situation, we'll take extra steps to make sure you have the best support for your needs.
- **You know that we'll speak up for you** - We'll advocate for change in policy and industry practices where they make life harder for you.

## Our values

We're different, ambitious and determined to deliver quality services to our communities. To be able to do this, we have a set of values which drive us forward and that all our colleagues champion:

- **We're inventive** - We question every idea to make it better, and we change when things aren't working. We're not afraid of trying new things and learn by getting things wrong
- **We're generous** - We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone
- **We're responsible** - We do what we say we'll do and we keep our promises. We remember that we work for a charity and use our resources effectively

Citizens Advice SORT Group Ltd

Trustees' Annual Report for the year ended 31 March 2025

## Equity, diversity and inclusion

Equity, diversity and inclusion (EDI) are at the centre of what we do, and our charity aims are grounded in EDI principles.

We value and embrace the diversity of our clients and colleagues and work to eliminate discrimination. We believe we are all equal through our shared humanity.

We'll strengthen our EDI work by:

- Taking a social justice approach to EDI
- Continuing to be an impartial charity
- Using our data to create stronger, inclusive services
- Mainstreaming our EDI work

## Our funding and income generation strategy

We take a collaborative and developmental approach to fundraising, developing strategic relationships with key partners and stakeholders.

All management colleagues across the charity are responsible for identifying and developing funding opportunities within their specific areas of work.

Funding areas include:

- Grants and commissioning
- Individual giving
- Major donor
- Corporate
- Trust and Foundation
- Legacy

All funding application bid/no bid decisions are aligned with our mission, vision and values, the Citizens Advice competition protocol.

### **Fundraising standards information**

The charity does not carry out public fundraising activities.

## Plans for the future

In-line with our strategy, our future plans fall into three categories; Advice, Sustainability and Culture. We will continue to develop our people offer, making the organisation a great place to work and volunteer but adopting a new people strategy. We'll work to diversify our income streams with new partnership and agreements and we'll continue to push forward creating a more equitable and accessible service.

## Financial Review

### Financial Position

Incoming resources in the year were £3,325,201 (2024: £4,112,991). Expenditure was £3,152,862 in support of our charitable objectives (2024: £3,094,768).

A surplus of £172,339 (2024: £1,018,223 surplus) was achieved in the year.

At 31st March 2025 total fund balances were £1,645,043.

### Reserves Policy

The trustees believe that the charity should hold financial reserves in order to ensure that the charity can continue to operate effectively and meet the needs of clients in the event of unforeseen and potentially damaging circumstances arising.

Trustees consider that it is prudent to set aside Reserves equating to 4 months operating costs which is reviewed annually. It may not be possible to reserve this amount fully every year and a lower amount can be set by the trustees until such time as the appropriate level of reserves have been realised.

As at 31 March 2025 our Unrestricted Funds freely available ('free reserves') were £1,589,438 (2024: £1,455,134) equating to 6.0 months of total operating expenditure which more than meets the policy.

Citizens Advice SORT Group Ltd

Trustees' Annual Report for the year ended 31 March 2025

### **Going Concern**

The Trustees consider the charity to be a going concern. Funding is expected to continue at current levels and continued efforts for cost reductions further strengthen the case for continued, sustainable services.

## **Our structure, governance and management**

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006. 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. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

### **Trustee board**

Our trustee board sets the strategic vision and gives strategic direction to the charity. The board is committed to high governance standards and complies with the principles and practices set out in the Charity Governance Code.

Our Chief Executive and broader leadership group are responsible for delivering the strategy and day-to-day operations. There are five formal trustee board meetings each year. The board has one board development session each year and other meetings and events to help trustees shape the organisation's strategic direction and develop as a team.

There were no members of the Trustee Board in paid employment at Citizens Advice SORT Group.

There were no ex-officio members who served as trustee directors during the year.



## Committees

The following committees support the trustee board in its work.

### **Finance, risk and assurance committee**

The committee;

- Monitors and oversees the current and future financial situation and associated risks
- Has oversight of the internal and external audit arrangements, including resourcing, review of plans and reports
- Provides scrutiny, and assurance on the strategic and significant operational and compliance risks
- Provides assurance on required standards, and statutory and regulatory requirements
- Provides oversight of governance arrangements in line with the Articles of Association

Peter Allen is the Chairperson of this committee and is supported by Mags Bradbury, Andy Hunter, Sarah Diller.

### **People committee**

The committee:

- Oversees the development, delivery and monitoring of the organisation's people strategy
- Oversees, informs and scrutinises the development and implementation of an ambitious equity, diversity, inclusion and belonging strategy
- Leads on the recruitment and selection for appointments to the Board and committees
- Sets and review the annual performance and remuneration of the Chief Executive

Emily Allen is the Chairperson of this committee and is supported by David Trafford, Sarah Diller and Mags Bradbury.

### **Transformation and development committee**

The committee:

- Provides insight to and helps develop strategy proposals for the entire board
- Oversees agreed, large-scale transformation programmes that support the delivery of agreed strategy and visioning objectives
- Acts as a sounding board and provides direction on key business development activity that impacts
- Champions and ensure continued focus on continuous improvement, transformation and innovation across all business areas.

## Citizens Advice SORT Group Ltd

### Trustees' Annual Report for the year ended 31 March 2025

Martyn Beauchamp is the Chairperson of this committee and is supported by Emily Allen, David Trafford and Peter Allen.

## Recruitment, induction and training of trustees

We recruit trustee directors and committee members through an open and competitive process using social media, recruitment agencies, and our wider network to find talented individuals to provide strong leadership and experience.

We'll be recruiting for new trustees over the coming year to appoint any forthcoming vacancies.

Trustees and committee members receive a full induction. Inductions include meeting with the Chairperson and Chairpeople of committees, a meeting with all members of the leadership group and key management personnel. Inductions are tailored to meet individual needs and interests, including shadowing and visiting different services provided. Trustees and committee members are volunteers but are reimbursed for reasonable expenses.

The board annually reviews trustee board composition based on skills and experience - this forms part of the trustee board's annual appraisal.

Following Charity Commission guidance and the Companies Act, we file an AP01 with Companies House within 14 days of the appointment of a new trustee director. When details on that form change, form CH01 is completed and filed with Companies House. Where a trustee director resigns, we file a TM01 form - all in line with our statutory obligations.

## Memberships and quality standards

We're a member of the Citizens Advice network. The Membership Agreement sets out the relationship between a member of the Citizens Advice service and a local Citizens Advice, including our respective roles and responsibilities - some of which are shared, e.g. protecting, promoting and developing the Citizens Advice brand. The Agreement sets out the high-level standards for membership (including service delivery) and some precise requirements, including details of what happens if a local Citizens Advice breaches the Agreement.

The Performance and Quality Framework is part of the Membership Agreement and sets out the standards all local Citizens Advice services must meet. The Performance Quality Framework consists of 4 parts:

- Quality of advice assessment, conducted quarterly
- Client experience survey, conducted quarterly
- Leadership self-assessment, conducted annually
- People management survey, conducted annually

## Citizens Advice SORT Group Ltd

### Trustees' Annual Report for the year ended 31 March 2025

The Citizens Advice audit team check compliance with the Performance Quality Framework.

## The Leadership Group, remuneration and development

Our Leadership Group, which incorporates our key management personnel, are responsible for delivering the trustee board's visions and for the day-to-day operation of the charity. The Key management staff who served during the reporting period are as follows:

- Chief Executive Officer, Jonathan Yates
- Head of Business Delivery, Aly Darwin
- Head of Business Services, Julian Spencer
- Head of Innovation and Business Development, Stuart Pearson
- Head of People and Culture, Anna Rojek

The People Committee is responsible for, under delegation from the trustee board, the appointment, remuneration and performance management of the Chief Executive Officer. The board reviewed the salaries of these key personnel roles in 2021, with external benchmarking taking place, as per the Harris Hill salary report.

## Risks and internal controls

Our trustees are responsible for effectively managing risk and ensuring internal controls are in place and operating as designed.

The Finance, risk and assurance committee has delegated responsibility for risk and internal controls. The committee interrogates quarterly risk reviews, a broader environmental review, and a quarterly summary is presented to the trustee board. Throughout the year, risk owners regularly reviewed operational and strategic risks to assess the likelihood, impact and appetite for each risk, the plans for managing them and the adequacy of those plans.

Our core risks are categorised as financial, governance, operational, external, compliance & regulation. The trustee board has an appointed risk lead who supports the Head of Business Services. This role is responsible for managing our risk strategy and environment.

## Citizens Advice SORT Group Ltd

### Trustees' Annual Report for the year ended 31 March 2025

#### Statement of responsibilities of the trustees

The trustees (who are also directors of Citizens Advice SORT Group Ltd for the purposes of company law) are responsible for preparing the trustees' annual 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 charitable group and of the incoming resources and application of resources, including the income and expenditure, of the charitable group for that period. 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 and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- 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 proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable group 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

#### Auditors

Slade & Cooper Ltd were re-appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity.

This report has been prepared in accordance with the provisions applicable to companies subject to the small companies' regime of the Companies Act 2006.

The trustees' annual report has been approved by the trustees on 3<sup>rd</sup> December 2025 and signed on their behalf by



Peter Allen, Chairperson

## **Independent Auditor's Report to the Members of Citizens Advice SORT Group Ltd**

### **Opinion**

We have audited the financial statements of Citizens Advice SORT Group Ltd (the 'charitable company') for the year ended 31 March 2025, which comprise the Statement of Financial Activities (including the income and expenditure account), the Balance Sheet, the Statement of Cash Flows and the related notes. 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 charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Conclusions relating to going concern**

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

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

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

### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. 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.

## **Independent Auditor's Report (continued)**

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 the audit:

- the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

### **Matters on which we are required to report by exception**

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the 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' Annual Report and from the requirement to prepare a strategic report.

### **Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement set out on page 11, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

### **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.

## **Independent Auditor's Report (continued)**

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 specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

- enquiry of management and those charged with governance around actual and potential litigation and claims.
- enquiry of the charity's staff, management and those charged with governance to identify any instances of non-compliance with laws and regulations.
- reviewing minutes of meetings of those charged with governance.
- reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness, and evaluating the business rationale of significant transactions outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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.

*Christy Yun Hing Lau FCCA DChA CTA*

Senior Statutory Auditor

*for and on behalf of*

Slade & Cooper Limited  
Statutory Auditors  
Beehive Mill  
Jersey Street  
Manchester  
M4 6JG

23<sup>rd</sup> December 2025

**CITIZENS ADVICE SORT GROUP LTD**

**STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2025  
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)**

	Note	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 Restated £
<b>Income from:</b>					
Donations & legacies	3	75	-	75	475
Charitable activities	4	1,516,928	1,752,127	3,269,055	3,366,727
Investment income	5	37,445	-	37,445	6,287
Other income	6	18,626	-	18,626	739,502
<b>TOTAL INCOME</b>		<u>1,573,074</u>	<u>1,752,127</u>	<u>3,325,201</u>	<u>4,112,991</u>
<b>EXPENDITURE ON</b>					
<b>Charitable activities</b>					
Advice and Information	7	1,478,282	1,674,580	3,152,862	3,094,768
<b>TOTAL EXPENDITURE</b>		<u>1,478,282</u>	<u>1,674,580</u>	<u>3,152,862</u>	<u>3,094,768</u>
<b>NET INCOME/ (EXPENDITURE)</b>		<u>94,792</u>	<u>77,547</u>	<u>172,339</u>	<u>1,018,223</u>
Transfers Between Funds		39,512	(39,512)	-	-
<b>NET MOVEMENT IN FUNDS</b>		<u>134,304</u>	<u>38,035</u>	<u>172,339</u>	<u>1,018,223</u>
<b>Reconciliation of Funds</b>					
Funds brought forward at 1 April 2024		1,455,134	17,570	1,472,704	454,481
<b>Funds carried forward 31 March 2025</b>		<u>1,589,438</u>	<u>55,605</u>	<u>1,645,043</u>	<u>1,472,704</u>

A comparative Statement of Financial Activities is found in Note 2

The Statement of Financial Activities includes all gains and losses recognised in the year.

All of the Charity's activities derive from continuing operations.



**CITIZENS ADVICE SORT GROUP LTD****BALANCE SHEET  
AS AT 31 MARCH 2025**

	note	2025 £	2024 £
<b>CURRENT ASSETS</b>			
Debtors	13	306,384	295,883
Current Asset Investments	14	179,123	170,000
Cash at bank and in hand		1,266,110	1,180,334
		<u>1,751,617</u>	<u>1,646,217</u>
<b>CREDITORS: Amounts falling due within one year</b>	15	(106,574)	(173,513)
<b>NET CURRENT ASSETS</b>		<u>1,645,043</u>	<u>1,472,704</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>1,645,043</u>	<u>1,472,704</u>
<b>TOTAL NET ASSETS</b>		<u>1,645,043</u>	<u>1,472,704</u>
<b>FUNDS</b>			
Restricted income funds	16	55,605	17,570
Unrestricted income funds			
General fund	16	1,589,438	1,455,134
<b>TOTAL FUNDS</b>	16	<u>1,645,043</u>	<u>1,472,704</u>

The notes on pages 18 - 33 form part of these accounts.

These accounts are prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.



name: Peter Allen  
role: Chairperson

Date: 3rd December 2025

Company Registration Number : 08290395 (England & Wales)

**CITIZENS ADVICE SORT GROUP LTD**

**STATEMENT OF CASH FLOWS  
YEAR ENDED 31 MARCH 2025**

		<b>2025</b>	<b>2024</b>
	<b>note</b>	<b>£</b>	<b>Restated £</b>
<b>Cash flows from operating activities</b>			
Net income/(Expenditure) for the period		172,339	1,018,223
<b>Adjusted for:</b>			
Investment Income	5	(37,445)	(6,287)
Decrease/(increase) in debtors	13	(10,501)	31,347
Decrease/(increase) in current asset investments	14	(9,123)	(170,000)
(Decrease)/increase in creditors	15	<u>(66,939)</u>	<u>150,643</u>
<b>Net cash flows from operating activities</b>		<u>48,331</u>	<u>1,023,926</u>
<b>Cash flows from investing activities</b>			
Interest receivable and similar incoming resources	5	<u>37,445</u>	<u>6,287</u>
<b>Net cash flows from investing activities</b>		<u>37,445</u>	<u>6,287</u>
 Net increase/(decrease) in cash and cash equivalents		85,776	1,030,213
 Cash and cash equivalents at 1 April 2024		<u>1,180,334</u>	<u>150,121</u>
Cash and cash equivalents at 31 March 2025		<u><u>1,266,110</u></u>	<u><u>1,180,334</u></u>

All of the cash flows are derived from continuing operations during the above two periods.

There is no debt in the company and therefore no reconciliation of Net Debt is provided.

## **CITIZENS ADVICE SORT GROUP LTD**

### **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025**

The charity is limited by guarantee, incorporated in England and Wales, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office is: Huckletree, The Express Building, 9 Great Ancoats Street, Manchester, England, M4 5AD

#### **1 Accounting policies**

##### **Summary of significant accounting policies and key accounting estimates**

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

##### **Statement of compliance**

The financial statements have been prepared in accordance with 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), second edition - October 2019 (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

##### **Basis of preparation**

Citizens Advice SORT Group Ltd meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

The financial statements are prepared in sterling, which is the functional currency of the entity and rounded to the nearest £.

##### **Going concern**

The financial statements have been prepared on a going concern basis.

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

##### **Estimation uncertainty and judgements.**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported.

There are no significant estimates or judgements included in the preparation of the financial statements.

##### **Income and endowments**

All income is included in the statement of financial activities when entitlement has passed to the charity, it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

**CITIZENS ADVICE SORT GROUP LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**Donations and legacies**

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

**Grants receivable**

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

**Deferred income**

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it relates. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

**Gifts in kind**

Income from donated goods is measured at the fair value of the goods unless it is not practical to reliably measure it, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.

**Investment Income**

Interest on funds held on deposit is included upon notification of the interest paid or payable by the bank. This is normally upon receiving the bank statement from the bank.

**Income from charitable activities**

Income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

**Expenditure**

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

**Expenditure on charitable activities**

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

**Support costs**

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating per capita and staff costs by the time spent.

**CITIZENS ADVICE SORT GROUP LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
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**Governance costs**

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees' meetings and reimbursed expenses.

**Taxation**

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

**Tangible fixed assets**

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Capital items over £2,000 are capitalised as fixed assets, otherwise they are expended in the current year.

**Depreciation and amortisation**

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

<b>Asset class</b>	<b>Depreciation method and rate</b>
Fixtures & Fittings	10%-33% straight line

**Trade debtors**

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

**Cash and cash equivalents**

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term (less than 3 months) highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

**Current Asset Investments**

Current asset investments, which consist of fixed-term deposits and other basic financial instruments with maturities greater than three months, are recognised at cost. These investments are held for short-term purposes and are not subject to significant changes in value.

**Trade creditors**

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

**Fund structure**

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity; including those which have been designated.

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

**CITIZENS ADVICE SORT GROUP LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
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**Operating leases**

Leases in which substantially all the risks and rewards of ownership are retained by the lessor are classified as operating leases. Rentals payable under operating leases are charged in the Statement of Financial Activities on a straight-line basis over the lease term.

**Pensions and other post-retirement obligations**

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

**Restatement of Prior Year Comparatives**

These financial statements represent the first year in which the charity has presented charity-only financial statements, following the simplification of the group structure during the year.

In 2023/24, consolidated accounts were prepared to reflect the activities of the Citizens Advice SORT Group and its two wholly owned charitable subsidiaries: Citizens Advice Oldham and Citizens Advice Rochdale. Citizens Advice SORT Group held 100% of the voting rights in both entities. A resolution was passed by the board of trustees on 27 March 2024 to transfer the funds of Citizens Advice Oldham and Citizens Advice Rochdale into Citizens Advice SORT Group. These transfers were completed on 31 March 2024. Both companies were subsequently dissolved via voluntary strike-off on 8 October 2024 and removed from the Central Register of Charities on 25 October 2024.

As the group no longer existed at the balance sheet date, the trustees have elected to prepare individual charity financial statements only for the year ended 31 March 2025. To ensure consistency and comparability, the prior year figures for the year ended 31 March 2024 have been re-presented on a charity-only basis, instead of the previously reported consolidated figures.

**CITIZENS ADVICE SORT GROUP LTD**

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

**2. Comparative Statement of Financial Activities Year Ended 31 March 2024  
(Including Income And Expenditure Account)**

	Unrestricted Funds Restated £	Restricted Funds Restated £	Total 2024 Restated £
<b>Income from:</b>			
Donations & legacies	475	-	475
Charitable activities	1,727,286	1,639,441	3,366,727
Investment income	6,287	-	6,287
Other income	739,502	-	739,502
<b>TOTAL INCOME</b>	<b>2,473,550</b>	<b>1,639,441</b>	<b>4,112,991</b>
<b>EXPENDITURE ON</b>			
<b>Charitable activities</b>			
Advice and Information	1,452,102	1,642,666	3,094,768
<b>TOTAL EXPENDITURE</b>	<b>1,452,102</b>	<b>1,642,666</b>	<b>3,094,768</b>
<b>NET INCOME/ (EXPENDITURE)</b>	<b>1,021,448</b>	<b>(3,225)</b>	<b>1,018,223</b>
Transfers Between Funds	57,941	(57,941)	-
<b>NET MOVEMENT IN FUNDS</b>	<b>1,079,389</b>	<b>(61,166)</b>	<b>1,018,223</b>
<b>Reconciliation of Funds</b>			
Funds brought forward at 1 April 2023	375,745	78,736	454,481
<b>Funds carried forward 31 March 2024</b>	<b>1,455,134</b>	<b>17,570</b>	<b>1,472,704</b>

**CITIZENS ADVICE SORT GROUP LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**3. Income from Donations and Legacies**

	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>Total 2025 £</b>	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>Total 2024 £</b>
Donations	75	-	75	475	-	475
Total	<u>75</u>	<u>-</u>	<u>75</u>	<u>475</u>	<u>-</u>	<u>475</u>



**CITIZENS ADVICE SORT GROUP LTD**

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

**4. Income from Charitable Activities**

	Unrestricted Funds	Restricted Funds	Total 2025	Unrestricted Funds	Restricted Funds	Total 2024
<b>Advice &amp; Information Services:</b>						
<b>Funder</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Action Together	1,000	-	1,000	-	-	-
Age UK	7,000	-	7,000	45,293	-	45,293
Brinnington Big Local	-	21,276	21,276	-	21,276	21,276
British Gas Energy Trust	-	24,108	24,108	-	39,999	39,999
Citizens Advice Bradford	1,500	-	1,500	2,700	-	2,700
Citizens Advice Bury, Bolton	10,375	3,000	13,375	31,125	-	31,125
Citizens Advice Doncaster	40,633	-	40,633	-	-	-
Citizens Advice East Lancashire	7,883	-	7,883	49,079	-	49,079
Citizens Advice Greater Manchester	1,413	10,000	11,413	7,717	-	7,717
Citizens Advice Hammersmith & Fulham	1,667	-	1,667	-	-	-
Citizens Advice Hull & East Riding	-	-	-	3,500	-	3,500
Citizens Advice Manchester	1,950	-	1,950	99,444	-	99,444
Citizens Advice Manchester - Electricity NW	117,008	-	117,008	-	-	-
Citizens Advice Manchester - Out of Hours	-	3,000	3,000	-	-	-
Citizens Advice National - AI Project	32,293	-	32,293	-	-	-
Citizens Advice National - Debt Modernisation	-	5,141	5,141	-	-	-
Citizens Advice National - Development	5,100	-	5,100	-	-	-
Citizens Advice National - Energy	54,263	-	54,263	23,745	-	23,745
Citizens Advice National - Help to Claim	-	372,722	372,722	-	338,100	338,100
Citizens Advice National - MAPS	-	338,886	338,886	-	340,746	340,746
Citizens Advice National - Other	350	-	350	35,796	-	35,796
Citizens Advice National - Yorkshire Building Society	20,136	-	20,136	19,688	-	19,688
Citizens Advice Salford	-	3,000	3,000	-	-	-
Citizens Advice South Hams	3,333	-	3,333	-	-	-
Citizens Advice Wakefield	19,800	-	19,800	-	-	-
Energy Saving Trust	-	336,858	336,858	-	408,416	408,416
Legal Aid Agency	-	-	-	(9,965)	-	(9,965)
London & Quadrant	3,380	-	3,380	1,500	-	1,500
London & Quadrant - Warm Trafford	-	-	-	-	48,354	48,354
Macmillan Cancer Support	-	286,421	286,421	-	275,380	275,380
Manchester City Council	3,965	-	3,965	31,602	-	31,602
National Energy Action	24,695	-	24,695	14,047	-	14,047
National Lottery Community Fund	-	20,000	20,000	-	18,015	18,015
Newport SSCL - Cabinet Office	8,207	-	8,207	-	-	-
NHS Oldham	122,435	-	122,435	122,455	-	122,455
Oldham Foodbank	-	15,825	15,825	-	-	-
Oldham Metropolitan Borough Council - Homelessness	-	80,000	80,000	-	20,000	20,000
Oldham Metropolitan Borough Council - Main grant	378,200	-	378,200	398,200	-	398,200
Pennine Care	-	-	-	37,546	-	37,546
Positive Steps	27,000	-	27,000	30,000	-	30,000
Pure Innovations	-	37,402	37,402	-	26,733	26,733
Resolve Poverty	65,492	-	65,492	41,500	-	41,500
Rochdale Foodbank	-	41,395	41,395	-	31,138	31,138
Rochdale Metropolitan Borough Council - Innovation fund	-	-	-	17,472	-	17,472
Rochdale Metropolitan Borough Council - International worker	-	42,000	42,000	-	-	-
Rochdale Metropolitan Borough Council - Main grant	200,004	-	200,004	252,502	-	252,502
Shaw & Crompton Parish Council	4,500	-	4,500	4,500	-	4,500
Springhill Hospice	2,246	-	2,246	-	-	-
Stockport Foodbank	-	50,338	50,338	-	41,989	41,989
Stockport Metropolitan Borough Council - Main grant	190,000	-	190,000	265,000	-	265,000
Stockport Metropolitan Borough Council - Town of Culture	-	-	-	500	-	500
Stretford Foodbank	-	30,187	30,187	-	1,325	1,325
Tameside Metropolitan Borough Council	-	-	-	90	-	90
The Headley Trust	15,000	-	15,000	30,000	-	30,000
Trafford Foodbank	-	30,568	30,568	-	27,970	27,970
Trafford Metropolitan Borough Council	146,000	-	146,000	172,250	-	172,250
University of Bristol	100	-	100	-	-	-
<b>Total</b>	<b>1,516,928</b>	<b>1,752,127</b>	<b>3,269,055</b>	<b>1,727,286</b>	<b>1,639,441</b>	<b>3,366,727</b>

**CITIZENS ADVICE SORT GROUP LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
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**5. Investment Income**

				Restated		Restated
	Unrestricted Funds	Restricted Funds	Total 2025	Unrestricted Funds	Restricted Funds	Total 2024
	£	£	£	£	£	£
Income from bank deposits	37,445	-	37,445	6,287	-	6,287
	<u>37,445</u>	<u>-</u>	<u>37,445</u>	<u>6,287</u>	<u>-</u>	<u>6,287</u>

**6. Other Income**

				Restated		Restated
	Unrestricted Funds	Restricted Funds	Total 2025	Unrestricted Funds	Restricted Funds	Total 2024
	£	£	£	£	£	£
Other Income	18,626	-	18,626	7,874	-	7,874
Funds transferred from group subsidiaries	-	-	-	731,628	-	731,628
Total	<u>18,626</u>	<u>-</u>	<u>18,626</u>	<u>739,502</u>	<u>-</u>	<u>739,502</u>

**7. Analysis of Expenditure on Charitable Activities**

	Unrestricted Funds	Restricted Funds	Total 2025
	£	£	£
<b>Advice &amp; information services:</b>			
Direct costs	1,103,434	1,160,899	2,264,333
Grants payable (note 8)	-	89,226	89,226
Allocated Support Costs (see below)	371,324	420,631	791,955
Governance Costs	3,524	3,824	7,348
Total Resources Expended	<u>1,478,282</u>	<u>1,674,580</u>	<u>3,152,862</u>

	Staff Costs	Other Costs	Total 2025
	£	£	£
Allocated Support Costs comprise	707,358	84,597	791,955

	Restated Unrestricted Funds	Restated Restricted Funds	Restated Total 2024
	£	£	£
<b>Prior year</b>			
Advice & information services:			
Direct costs	1,127,782	1,273,649	2,401,431
Grants payable (note 8)	-	15,390	15,390
Allocated Support Costs (see below)	309,317	349,907	659,224
Governance Costs	15,003	3,720	18,723
Total Resources Expended	<u>1,452,102</u>	<u>1,642,666</u>	<u>3,094,768</u>

	Staff Costs	Other Costs	Total 2024
	£	£	£
Allocated Support Costs comprise	564,044	95,180	659,224

**8. Analysis of Grants Payable**

	Grants to Institutions	Grants to Individuals	Support Costs	Total 2025
	£	£	£	£
Client crisis grants	-	89,226	3,500	92,726
	-	89,226	3,500	92,726
Total 2024	-	15,390	3,500	18,890

# **CITIZENS ADVICE SORT GROUP LTD**

## **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025**

### **9. Net Income/(Expenditure) for the year**

**Restated**

This is stated after charging/(crediting):

	<b>Total 2025</b>	<b>Total 2024</b>
	£	£
Operating Leases	77,197	64,425
Audit Fees	4,584	6,280

### **10. Staff costs**

**Restated**

Staff costs during the year were as follows:

	<b>Total 2025</b>	<b>Total 2024</b>
	£	£
Wages & Salaries	2,355,309	2,219,425
Social Security Costs	200,038	177,049
Pension Costs	77,416	46,440
Termination payments	2,500	-
	<u>2,635,263</u>	<u>2,442,914</u>

One Employee has employee benefits between £60,000 and £70,000 in the year (2024: 1)

The average number of staff employed during the period was 102 (2024: 102)

The key management personnel of the charity comprise the trustees and the Chief Executive. The total employee benefits of the key management personnel of the charity were £88,349 (2024: £94,309)

### **11. Trustee Remuneration and expenses**

Neither the Trustees nor any persons connected with them received any remuneration or reimbursed expenses during the year (2024: £104)

### **12. Government Grants**

The government grants recognised in the accounts were as follows:

	<b>Total 2025</b>	<b>Total 2024</b>
	£	£
Oldham Council	458,200	418,200
Rochdale Council	242,004	269,974
Stockport Council	190,000	265,500
Trafford Council	146,000	172,250
	<u>1,036,204</u>	<u>1,125,924</u>

There were no unfulfilled conditions or contingencies attaching to these grants. Where funding has been recognised as Restricted but is not yet fully spent, the balance has been carried forward - see note 16

**CITIZENS ADVICE SORT GROUP LTD**

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

**13. Debtors**

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Trade debtors	185,370	71,052
Amounts owed by group undertakings	-	81,602
Other debtors	6,792	6,720
Prepayments	28,633	35,220
Accrued income	85,589	101,289
	<u>306,384</u>	<u>295,883</u>

**14. Current Asset Investments**

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Bank Deposits with a maturity of greater than 3 months but less than 12 months	179,123	170,000

**15. Creditors: Amounts falling due within one year**

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Trade Creditors	27,183	35,391
Taxation and social security costs	56,037	87,781
Accruals	6,280	14,000
Deferred Income	5,137	4,725
Other Creditors	11,937	31,616
	<u>106,574</u>	<u>173,513</u>
Deferred income brought forward	4,725	1,500
Resources deferred in the period	5,137	4,725
Amounts released from previous periods	<u>(4,725)</u>	<u>(1,500)</u>
Deferred income carried forward	<u>5,137</u>	<u>4,725</u>

Deferred income held at the year end relates to grant income received in advance, where performance conditions have not yet been met or where funds have been received but entitlement to those funds is not met.

**CITIZENS ADVICE SORT GROUP LTD**

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

**16. Funds**

	Balance 1 April 2024 £	Incoming Resources £	Outgoing Resources £	Transfers £	Balance 31 March 2025 £
<b>Unrestricted funds:</b>					
General Funds	1,455,134	1,573,074	(1,478,282)	39,512	1,589,438
<b>Total unrestricted funds</b>	1,455,134	1,573,074	(1,478,282)	39,512	1,589,438
<b>Restricted Funds:</b>					
Brinnington Big Local	-	21,276	(21,276)	-	-
British Gas Energy Trust	1,739	24,108	(25,847)	-	-
Citizens Advice National - Debt Modernisation	-	5,141	(5,141)	-	-
Citizens Advice National - Help to Claim	-	372,722	(372,722)	-	-
Citizens Advice National - MAPS	-	338,886	(299,374)	(39,512)	-
Energy Saving Trust	-	336,858	(336,858)	-	-
Macmillan Cancer Support	-	286,421	(285,421)	-	1,000
National Lottery Community Fund	-	39,000	(26,000)	-	13,000
Oldham Foodbank	-	15,825	(15,825)	-	-
Oldham Metropolitan Borough Council - Homelessness	15,220	80,000	(89,226)	-	5,994
Pure Innovations	-	37,402	(37,402)	-	-
Rochdale Foodbank	-	41,395	(41,395)	-	-
Rochdale MBC - International Worker	-	42,000	(7,000)	-	35,000
Stockport Foodbank	-	50,338	(50,338)	-	-
Stretford Foodbank	-	30,187	(30,187)	-	-
Trafford Foodbank	-	30,568	(30,568)	-	-
Trafford Metropolitan Borough Council - Fuel Poverty	611	-	-	-	611
<b>Total restricted funds</b>	17,570	1,752,127	(1,674,580)	(39,512)	55,605
<b>Total funds</b>	1,472,704	3,325,201	(3,152,862)	-	1,645,043

**CITIZENS ADVICE SORT GROUP LTD**

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

**16. Funds (Prior year comparative)**

	Balance 1 April 2023 £	Incoming Resources £	Outgoing Resources £	Transfers £	Balance 31 March 2024 £
<b>Unrestricted funds:</b>					
General Funds	375,745	2,473,550	(1,452,102)	57,941	1,455,134
<b>Total unrestricted funds</b>	<b>375,745</b>	<b>2,473,550</b>	<b>(1,452,102)</b>	<b>57,941</b>	<b>1,455,134</b>
<b>Restricted Funds:</b>					
Brinnington Big Local	-	21,276	(21,276)	-	-
British Gas Energy Trust	-	39,999	(38,260)	-	1,739
Citizens Advice National - Help to Claim	-	338,100	(338,100)	-	-
Citizens Advice National - MAPS	-	340,746	(282,805)	(57,941)	-
Energy Saving Trust	12,000	408,416	(420,416)	-	-
London & Quadrant - Smart Meters	55,515	-	(55,515)	-	-
London & Quadrant - Warm Trafford	-	48,354	(48,354)	-	-
Macmillan Cancer Support	-	275,380	(275,380)	-	-
National Lottery Community Fund	-	18,015	(18,015)	-	-
Oldham Metropolitan Borough Council - Homelessness	-	20,000	(4,780)	-	15,220
Pure Innovations	-	26,733	(26,733)	-	-
Rochdale Foodbank	-	31,138	(31,138)	-	-
Stockport Foodbank	-	41,989	(41,989)	-	-
Stretford Foodbank	-	1,325	(1,325)	-	-
Trafford Foodbank	-	27,970	(27,970)	-	-
Trafford Metropolitan Borough Council - Fuel Poverty	11,221	-	(10,610)	-	611
<b>Total restricted funds</b>	<b>78,736</b>	<b>1,639,441</b>	<b>(1,642,666)</b>	<b>(57,941)</b>	<b>17,570</b>
<b>Total funds</b>	<b>454,481</b>	<b>4,112,991</b>	<b>(3,094,768)</b>	<b>-</b>	<b>1,472,704</b>

**CITIZENS ADVICE SORT GROUP LTD**  
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**16. Funds (continued)**

The specific purposes for which the funds are to be applied are as follows:

Brinnington Big Local	Advice for residents in the Brinnington area
British Gas Energy Trust	Energy advice for people in, or at risk of, financial hardship meet their energy needs and manage their energy costs through support, education and raising awareness of sound money management.
Citizens Advice National - Debt Modernisation	A fund to buy equipment to modernise the debt service
Citizens Advice National - Help to Claim	To assist claimants of Universal Credit to successfully make a claim
Citizens Advice National - MAPS	Funding for Face to Face debt advice
Energy Saving Trust	Energy advice to people living in privately rented accommodation and vulnerable situations in Stockport, Oldham, Rochford and Trafford.
London & Quadrant - Smart Meters	Crisis support and digital exclusion work in community venues
London & Quadrant - Warm Trafford	Energy Advice for Residents in the Trafford area
Macmillan Cancer Support	Funding to give advice to clients living with Cancer
National Lottery Community Fund	Funding for two trainer officers tasked with developing effective training for volunteers to offer vital assistance with complex problems
Oldham Foodbank	Advice for clients of the Oldham Foodbank
Oldham Metropolitan Borough Council - Homelessness	Funds for distribution to clients at risk of homelessness
Pure Innovations	Welfare Benefits advice to clients of Pure Innovations
Rochdale Foodbank	Advice for clients of the Rochdale Foodbank
Rochdale MBC - International Worker	Advice to provide detailed guidance on workers' rights and legal entitlements under UK employment law for workers who lose their sponsor or employer.
Stockport Foodbank	Advice for clients of the Stockport Foodbank
Stretford Foodbank	Advice for clients of the Stretford Foodbank
Trafford Foodbank	Advice for clients of the Trafford Foodbank
Trafford Metropolitan Borough Council - Fuel Poverty	Funds for distribution to clients at risk of experiencing fuel poverty

# CITIZENS ADVICE SORT GROUP LTD

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

### 17. Employee Benefit Obligations

#### Defined benefit scheme

The pension scheme available for all staff in the employment of the charity prior to 1st April 2005 is the Greater Manchester Pension Fund (GMPF). This scheme is a defined benefit (final salary) scheme which is administered by the Local Authority on behalf of all the contributing bodies to the fund. All of the Fund's assets are pooled but the liabilities of each contributing body are assessed actuarially every year by an independent actuary. In accordance with FRS102 a report has been obtained on the fund from which the detail below has been extracted.

There is no immediate impact on the going concern as the pension scheme is unlikely to trigger a cessation event in the short to medium term and any unfunded liabilities that may arise will be underwritten by the local authority who will act as guarantor. Therefore, any risk to the company is minimal and will be mitigated. Citizens Advice SORT Group Ltd will continue to monitor the risk.

As noted in the prior year financial statements, the defined benefit pension schemes previously held by the former subsidiaries (Oldham Citizens Advice and Rochdale Citizens Advice) were closed on 1 December 2023, and two new schemes were opened within Citizens Advice SORT Group Ltd from that date. Each new scheme comprises a single active member. The comparative figures disclosed in these financial statements therefore relate only to the period from 1 December 2023 to 31 March 2024, and do not represent a full-year position for the pension schemes now in place.

Both the current year and comparative figures reflect the valuation using the accounting basis required under FRS 102. Where the actuarial valuation indicates a surplus, no asset has been recognised in accordance with paragraph 28.22 of FRS 102, as the trustees do not consider that any surplus would be recoverable by the charity. Where the valuation indicates a deficit, no liability has been recognised because under the guarantor agreement in place the charity is not required to fund any deficit. Accordingly, a nil balance is shown on the balance sheet.

	Mar 2025	Mar 2024
	£	£
Fair value of plan assets	1,054,000	978,000
Present value of funded obligations	(661,000)	(766,000)
	<u>393,000</u>	<u>212,000</u>

The following amounts have been calculated in accordance with FRS 102 but are not recognised in the Statement of Financial Activities"

	Mar 2025	1st Dec 2023 - 31st Mar 2024
	£	£
Finance cost	(10,000)	(5,000)
Service cost	26,000	9,000
Actuarial (gains)/losses	(197,000)	(13,000)
	<u>(181,000)</u>	<u>(9,000)</u>

Changes in the present value of the defined benefit obligation are as follows

	Mar 2025	1st Dec 2023 - 31st Mar 2024
	£	£
Defined benefit obligation	766,000	697,000
Current service cost	26,000	9,000
Contributions by scheme participants	11,000	3,000
Benefits paid	-	-
Interest cost	38,000	11,000
Changes in demographic assumptions	(1,000)	(5,000)
Other experience	(4,000)	12,000
Changes in principle financial assumptions	(175,000)	39,000
	<u>661,000</u>	<u>766,000</u>



**CITIZENS ADVICE SORT GROUP LTD**  
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**17. Employee Benefit Obligations (cont.)**

Changes in the fair value of the scheme assets are as follows

	Mar 2025	1st Dec 2023 - 31st Mar 2024
	£	£
Fair value of scheme assets	978,000	900,000
Interest income	48,000	16,000
Contributions by employer	24,000	9,000
Contributions by scheme participants	11,000	3,000
Benefits paid	-	-
Other Experience	-	-
Return on plan assets	(7,000)	50,000
	<u>1,054,000</u>	<u>978,000</u>

The major categories of scheme assets as a percentage of total scheme assets are as follows:

	Mar 2025	Mar 2024
Equities	63%	68%
Bonds	18%	15%
Property	9%	8%
Cash	10%	9%

Principal actuarial assumptions at the balance sheet date (Expressed as weighted averages):

	Mar 2025	Mar 2024
Discount rate	5.85%	4.85%
Future salary increases	3.50%	3.55%
Future pension increases	2.70%	2.75%
Mortality rates:	Years	Years
Current pensioners at 65 - male	20	20.1
Current pensioners at 65 - female	23.3	23.3
Future pensioners at 65 - male	21.1	21.2
Future pensioners at 65 - female	24.8	24.9

**Defined Contribution Scheme**

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £53770 (2024: £39911)

The pension schemes available to staff commencing employment with the charity after 31st March 2005 are defined contribution schemes, administered on behalf of the charity by NEST. The Charity's contribution rate is a minimum of 4% of gross earnings. The employees contribution rate is variable subject to the total contribution of Employer and Employee meeting at least the minimum Auto Enrolment % required.

**CITIZENS ADVICE SORT GROUP LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
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**18. Analysis of net assets between funds**

	General funds	Designated funds	Restricted funds	Total
<b>Current reporting period</b>				
Tangible fixed assets	-	-	-	-
Current assets/(Liabilities)	1,589,438	-	55,605	1,645,043
<b>Total</b>	<b>1,589,438</b>	<b>-</b>	<b>55,605</b>	<b>1,645,043</b>
<b>Previous reporting period</b>				
Tangible fixed assets	-	-	-	-
Current assets/(Liabilities)	1,455,134	-	17,570	1,472,704
<b>Total</b>	<b>1,455,134</b>	<b>-</b>	<b>17,570</b>	<b>1,472,704</b>

**19. Analysis of Cash and Cash Equivalents**

	<b>At 1 April 2024</b>	<b>cashflow</b>	<b>at 31 March 2025</b>
Cash at bank and in hand	1,180,334	85,776	1,266,110
<b>Total</b>	<b>1,180,334</b>	<b>85,776</b>	<b>1,266,110</b>
	<b>At 1 April 2023</b>	<b>cashflow</b>	<b>at 31 March 2024</b>
Cash at bank and in hand	150,121	1,030,213	1,180,334
<b>Total</b>	<b>150,121</b>	<b>1,030,213</b>	<b>1,180,334</b>

**20. Operating lease commitments**

The charity's total future minimum lease payments under non-cancellable operating leases is as

	<b>Property</b>	
	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Less than one year	78,614	74,873
One to five years	13,207	91,822
over five years	-	-
<b>Total</b>	<b>91,822</b>	<b>166,694</b>

**21. Ultimate Controlling Party**

The company is under the control of the directors as a body and as such is not controlled by any individual.

**21. Related Parties**

There were no related party transactions during the year. (2024: £nil)