

CHISWICK MONEY ADVICE CENTRE

England & Wales · Charity number 1185550

Details

Status Registered

Legal form CIO

Registered 2019-09-30

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

Contact

Address The Parish Office
The Vicarage
Chiswick Mall
London
W4 2PJ

Phone 07507782086

Email chiswickmacfinance@gmail.com

Activities

Objects: THE RELIEF OF FINANCIAL HARDSHIP OR POVERTY AMONGST PERSONS BY ANY SUCH MEANS THAT ARE EXCLUSIVELY CHARITABLE IN LAW, PARTICULARLY BUT NOT EXCLUSIVELY BY PROVIDING DEBT COUNSELLING AND ADJUSTING SERVICES, ADVICE AND ASSISTANCE IN FINANCIAL MATTERS.

Activities: Chiswick Money Advice Centre (CMAC) is an independent, community-focused charity working to alleviate poverty through the provision of comprehensive debt advice and accessible financial education. Our vision is centred on the whole person, meeting them at their point of need, and walking the journey with them until they get back on their feet. CMAC works in partnership with Crosslight Advice.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Disability, The Prevention Or Relief Of Poverty
- **Who:** Other Defined Groups, The General Public/mankind

Geography

- Ealing
- Hammersmith And Fulham
- Hillingdon
- Hounslow
- Kensington And Chelsea
- Kingston Upon Thames
- Richmond Upon Thames
- Wandsworth

Finances

Period end	Income	Expenditure	Assets	Employees
2024-12-31	£67,725	£54,482	-	-
2023-12-31	£36,225	£37,801	-	-
2022-12-31	£58,477	£25,848	-	-
2021-12-31	£11,783	£13,421	-	-
2020-12-31	£15,797	£11,752	-	-

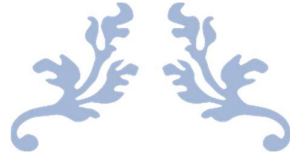
Trustees

Name	Role	Appointed
NICHOLAS WILLIAM LINES	Chair	2019-09-30
Barbara Anne Walton		2019-09-30
REV SIMON FRANK BRANDES		2019-09-30

CHISWICK MONEY ADVICE CENTRE

England & Wales - Charity number 1185550

Accounts

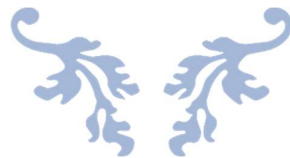


CHISWICK MONEY ADVICE CENTRE

Registered Charity Number 1185550



ANNUAL REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2024



Crosslight Advice Chiswick



in
partnership
with



st Nicholas
Chiswick

A Treasure by the Thames
Transforming Lives

CONTENTS	PAGE
Report of Trustees	1
Trustees, Officers & Advisors	1
Mission & Objectives	2
Activities, Achievements & Performance	2
The Challenges Faced by Our Clients	3
Social Impact	3
Marie's Story	4
Structure & Governance	5
Financial Review, Risk Management & Reserves Policy	5
Trustees' Responsibilities in Respect of the Preparation of the Accounts	6
Independent Examiner's Report	7
Receipts & Payment Accounts	8
Statement of Assets & Liabilities	9
Notes to the Accounts	10

REPORT OF THE TRUSTEES

The trustees present their report together with the accounts of Chiswick Money Advice Centre (CMAC) for the year ending 31 December 2023.

Trustees:

Name	First Term of Election	Role
Nicholas Lines	4 years	Chairman
Barbara Walton	4 years (re-elected September 2021)	Treasurer
The Reverend Simon Brandes	4 years (re-elected September 2024)	St Nicholas Elected PCC Trustee

Principal Office:

Chiswick Money Advice Centre's (CMAC) registered address is:

c/o St Nicholas Church
Parish Office
The Vicarage
Chiswick Mall
Chiswick, W4 2PJ

Professional Advisors:

Bankers: NatWest Bank
Hammersmith (C) Branch
22 King's Mall
Hammersmith, W6 0PZ

Independent Examiner: Sally Layburn – FCA
62 The Garth
Yarnton, Oxfordshire
OX3 0NQ

REPORT OF THE TRUSTEES

Mission & Objectives

Chiswick Money Advice Centre is an independent, person-centred charity working to alleviate poverty amongst the most vulnerable in our communities and help them build a better future. CMAC works in partnership with the charity Crosslight Advice (charity number 1163306) and fulfils its mission through the joint operation of the Crosslight branch in Chiswick, known as Crosslight Chiswick. Our joint vision is to restore dignity and renew hope to those in need by reducing debt poverty and improving financial capability.

Our approach is deeply personal, taking individual needs and capabilities into account as we meet each person at their point of need and help them to full restoration, however long it takes. Our service is set up to enable us to walk alongside our clients over the long term if necessary; there is no cap on appointments and no limit to the duration of support we provide. Most of our clients come to us at a point of crisis, often facing the threat of eviction, court orders, visits from bailiffs, and mounting priority debts. Simply being given the time to be heard can have a huge impact. Our programmes provide comprehensive debt & benefit advice, build financial resilience through money education and budgeting coaching, and we mentor clients with open ended holistic support. Our Christian ethos and our five core values lie at the heart of all that we do and underpin our work. These values are:

- To help anyone, regardless of background, gender, ethnicity, sexuality, faith, age or circumstance, who is willing to proactively work with us to address their situation
- To model unconditional love and compassion to all
- To act without judgement in the best interests of our clients to the best of our ability
- To be open, honest and fair in all our dealings with clients and creditors alike, and to expect the same in return
- To empower our clients to make their own informed decisions and act for themselves wherever possible

The objects of CMAC are:

(i) the relief of those in need by reason of age, ill health, disability, financial hardship or other disadvantage;
(ii) to further such other exclusively charitable purposes according to the law of England and Wales as the trustees in their absolute discretion from time to time determine.

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

Activities, Achievements & Performance

The year ending 31 December 2024 was CMAC's fifth year of operation as its own charity, although Crosslight Chiswick has been operating as a part of St Nicholas Church since May 2015.

CMAC has two part time employees (the second of whom joined in September 23) and 6 volunteers who dedicate many hours of their time to meeting clients and helping with case management and other activities. One volunteer is a qualified case manager and 3 of the volunteers have trained as personal budget coaches. In addition, a part time member of staff has been hired in 2024 by Crosslight Advice whose primary purpose is to support Crosslight Chiswick.

REPORT OF THE TRUSTEES

We work in a hybrid way, primarily face-to-face but continue to see some clients online and through video conference appointments which enables us to see clients who could not have seen us face to face due to health or other personal circumstances. We continue working with Hounslow Council’s Community Solutions team, offering a one stop shop/drop in centre with other charities and organisations alongside Crosslight for people that are struggling with multiple issues. Easy cases are able to be resolved on the spot and more difficult cases can be referred into the Crosslight Centre and an appointment booked so that we are able to help them more intensively over a longer period of time. This has proved incredibly successful and if resources are made available will be expanded.

In the year 2024, Crosslight Chiswick held 667 appointments including those by Crosslight Advice staff on behalf Crosslight Chiswick (463 in 2023), with 174 clients of whom 88 were new (2023 - 123 clients, 60 new). Income gains of £305,010.14 for 64 clients were achieved and write-offs of £ 125,253.46 for 9 clients.

The majority of our clients are usually referred to us from a wide variety of sources including London Borough of Hounslow, Hestia, the NHS and friends and family.

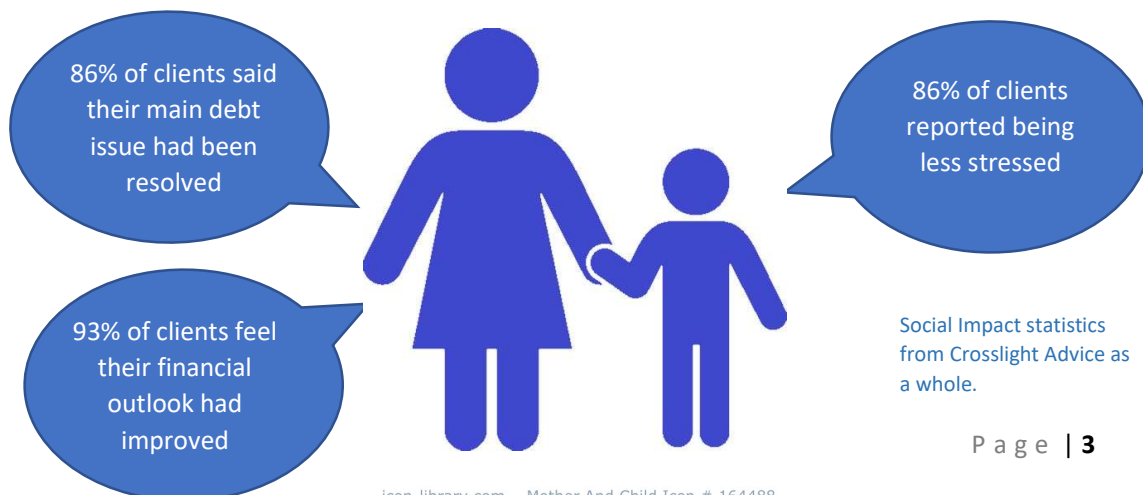
The Challenges Faced by Our Clients

The majority of our clients have complex needs which require dozens of hours of patient case work:

	2024	2023	Change
Average debt per client	12,726	22,328	↓
% of clients who have long-term health issues	74%	62%	↑
Average number of debts per client	9	14	↓

Social Impact

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



REPORT OF THE TRUSTEES

We first reported on Marie* in our 2022 annual report: She contacted Crosslight as a 32-year-old single mother of a toddler and a seven-year-old, with a third child on the way. She had been studying Health and Social Care at West London College but had had to give up her studies to look after the two children. She was living on benefits with them in her one-bedroom council flat and had been on a waiting list for two-bedroom accommodation since before the second child was born—the demand for scarce social housing meant that her situation had not qualified her as a priority case for a larger flat. She had been steadily falling farther and farther behind on her bills: She had rent arrears, council-tax arrears, and utility arrears and owed money for an advance on her Universal Credit.

Crosslight initially helped Marie clear her debts with a DRO, and we applied for grants to help her with much-needed household items. Since Marie struggled with bouts of severe depression and needed additional support to manage her finances, we continued to engage with her: She enrolled in Crosslight’s Money Course and attended budget-coaching sessions, learning strategies for keeping her finances healthy. When a new baby arrived, she finally obtained medical priority for larger accommodation and moved to a property that was more suitable for her growing family. We helped her apply for appropriate benefits, such as council-tax support and low-income utilities tariffs, in her new borough. We also helped support her to make a successful application for PIP. Her income now allows her a sustainable household budget, and we have been able to “graduate” Marie knowing that she can now maintain a stable home environment. Marie said to us, “I wouldn’t have been able to do any of this if you hadn’t been involved in my life. I am so, so grateful to you.”

Sanjay* was referred to Crosslight in November 2024: A former taxi driver, he had suffered a debilitating stroke two years previously that prevented him from working and affected his speech and mobility. He was receiving Universal Credit and PIP but, because of his disabilities, had failed to pay rent or utility bills over a long period, building up thousands of pounds of arrears. Crosslight recommended as a top priority that Sanjay speak to his GP about available health support. He was quickly able to obtain a dedicated support worker from the local charity Hounslow Reach. The support worker joined appointments with Crosslight, and we guided him in helping Sanjay to get his rent paid directly by Universal Credit, to set up direct debits for other bills, and to put in place manageable payments toward arrears. Sanjay was pleased that we were able to help him show how to prove he had not lived at an address where he was being chased for a debt. By the beginning of July 2025, Sanjay had arrangements in place to manage his outgoings and clear his arrears over time, and we were able to close Sanjay’s case file.

** Names have been changed to protect the identity of the individuals*

REPORT OF THE TRUSTEES

Structure & Governance

Chiswick Money Advice Centre (CMAC) is a registered charity governed by the Charities Commission for England and Wales, registration number 1185550. It is a charitable incorporated organisation governed by a written constitution dated 23 September 2019 and registered with the Charity Commission on 30 September 2019. Operations transferred from St Nicholas Church to CMAC on 1 January 2020, shortly after it was able to open its own bank account.

The charity has a formal relationship with the registered Charitable Incorporated Organisation Crosslight Advice (1163306) and jointly operates Crosslight Chiswick, one of several Crosslight branches serving the needs of local communities. CMAC and Crosslight assume different responsibilities regarding the overall operations of Crosslight Chiswick, to ensure an efficient and cost-effective structure that avoids duplication, reduces overall costs through shared resources and economies of scale, and provides the biggest impact to those being served. The responsibilities of each organisation are codified in a memorandum of understanding between Crosslight Advice and CMAC. Crosslight Advice is the entity authorised by the Financial Conduct Authority, and the staff of CMAC provide debt advice as agents of Crosslight Advice under the day-to-day management of the Crosslight CEO.

CMAC is governed by a Board of Trustees who support CMAC in achieving its charitable objectives and meets every 2 months to discuss fundraising and CMAC's operations.

Apart from the first trustees listed, every appointed trustee must be appointed for a term of 4 years by a resolution passed at a properly convened meeting of the trustees. Trustees can serve a maximum of 3 terms and then must break for a minimum of at least one year before being eligible to be reappointed to the Board.

In selecting individuals for appointment, the trustees must have regard to the skills, knowledge and experience needed for the effective administration of CMAC. They are also given a copy of the latest report and accounts in order to gain an understanding of the organisation's financial affairs and of its governing document.

The day-to-day operations are delegated to the part time Centre Manager and her team of volunteers.

Related parties

Nicholas Lines is a trustee of Crosslight Advice as well as CMAC.

CMAC also has a partnership with St Nicholas Chiswick and benefits from the use of free office and meeting facilities. Father Simon Brandes is the vicar, and Chairman of the Parochial Church Council of St Nicholas Chiswick.

Financial Review, Risk Management & Reserves Policy

Total incoming resources for the period amounted to £67,725 (2023: £36,225). Resources expended on charitable activities were £54,482 (2023: £37,801).

The trustees continue to review and assess the key operational, governance, compliance and financial risks faced by CMAC. Some of these risks are addressed through the MOU that CMAC has with Crosslight Advice who develops most of the policies and procedures adopted by CMAC.

REPORT OF THE TRUSTEES

The principal risk faced by CMAC is a cash flow deficit should insufficient funds be raised to cover CMAC's operating costs. The trustees believe that free reserves should be the equivalent to a minimum of one year of operations until income streams are stable enough to reduce this to six months. At 31 December 2024, free reserves were £41,416 (2023: £21,950) which is significantly below the one-year target. In 2025, two of its multi-year grants will be ending. In addition, CMAC is still significantly reliant on single year funding from Hounslow Council.

Building up the free reserves and the stabilising CMAC's income streams are essential for the future stability of CMAC and the Board and Crosslight Advice continue to seek ways to assist the Operations Manager in expanding funding streams.

Trustees' Responsibilities in Respect of the Preparation of the Accounts

Charity law requires the trustees of the organisation to prepare a receipts and payments account and a statement of assets and liabilities for each financial year. In addition, the trustees are responsible for keeping proper accounting records which are sufficient to show and explain the charity's transactions and to disclose with reasonable accuracy at any time the financial position of the organisation. 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.

Statement of disclosure to Independent Examiner

So far as the Trustees are aware, there is no relevant information of which the independent examiner is unaware. Additionally, the Trustees believe they have taken all the necessary steps that they ought to have taken as Trustees in order to make themselves aware of any relevant information and to establish that the independent examiner is aware of that information.

Approved by the trustees on 4 September 2025 and signed on their behalf by:



—

Nicholas Lines, Chairman

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES

I report on the accounts of Chiswick Money Advice Centre for the year ended 31 December 2024 which are set out on pages 8 to 11.

Responsibilities and basis of the report

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

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

Independent examiner's statement

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

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

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



Sally Layburn – FCA
62 The Garth
Yarnton
Oxfordshire
OX5 1NB

4 September 2025

RECEIPT AND PAYMENT ACCOUNTS
For the Year Ended 31 December 2024

		Unrestricted Year Ended 2024	Restricted Year Ended 2024	Total Year Ended 2024	Total Year Ended 2023
Income					
Donations & grants		19,475	48,250	67,725	36,225
Total Income	5 & 6	19,475	48,250	67,725	36,225
Expenditure					
Charitable activities					
Contributions to supporting charities			10,500	10,500	10,500
Staff costs	4		43,906	43,906	26,098
Other direct costs	4	9	67	76	1,203
Total expenditure		9	54,473	54,482	37,801
Net income for the year		19,466	(6,223)	13,243	(1,576)
Funds brought forward		21,950	11,510	33,460	35,036
Total funds carried forward		41,416	5,287	46,703	33,460

* See Note 2 for SOFA Comparatives

Approved by the trustees on 4 September 2025 and signed on their behalf by:

NW Lines

Nicholas Lines, Chairman

STATEMENT OF ASSETS AND LIABILITIES
As at 31 December 2024

	Notes	2024 £	2023 £
Assets			
Cash at bank		46,703	34,622
Tax reclaim	3		
Liabilities			
Accrued liabilities	4	0	1,162
Total Net Assets		46,703	33,460
Statement of Funds			
Total Unrestricted general funds		41,416	21,950
Total Restricted funds		5,287	11,510
Total Funds		46,703	33,460

Approved by the trustees on 4 September 2025 and signed on their behalf by:

NW Lines

Nicholas Lines
Chairman

NOTES TO THE ACCOUNTS For the Year Ended 31 December 2024

1. Accounting Policies

The accounts have been prepared on the receipts and payments basis so no accruals have been made. The accounts comply with the organisation's governing document, UK Generally Accepted Accounting Principles and the Charities Act 2011 in so far as they apply to the charity and its Trustees' Report & Accounts.

The trustees confirm, in accordance with The Charitable Incorporated Organisations (General) Regulations 2012, that at year ended 31 December 202 CMAC did not have any outstanding guarantees to third parties nor any debts secured on assets of the organisation.

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this period under Section 144 of the Charities Act 2011.

2. SOFA Comparatives

	Unrestricted Year Ended 2023	Restricted Year Ended 2023	Total Year Ended 2023
Income			
Donations & grants	12,725	23,500	36,225
Total income	12,725	23,500	36,225
Expenditure			
Charitable activities			
Contributions to supporting charities		10,500	10,500
Staff costs		26,098	26,098
Other direct costs	41	1,162	1,203
Total expenditure	41	37,760	37,801
Net income for the year	12,684	(14,260)	(1,576)
Funds brought forward	9,266	25,770	35,036
Total funds carried forward	21,950	11,510	33,460

3. Tax reclaim

CMAC has chosen to show accounts on a receipts & payments basis, therefore an accrual for the gift aid claim to be submitted by CMAC in relation to 2024 income of £1,301.62 (2023: £604.25) has not been made.

4. Salary and Office Expenses 2023

The final salary and HMRC payments in the amount of £4,218.88 were made on the 30th of December 2023 as evidenced by bank payment confirmations. However, the bank did not lodge these in the account until the 2nd of January. From the charity's perspective and in order to ensure that numbers remain comparable, the charity has recorded these expenses in the 2023 year to which they relate and in which they were paid. NEST did not take its payment of £186.67 until the 5th of January. New laptops and headphones for the team as well as stamps and an invoice for its web domain were all purchased by the centre manager in August and September 23 and used then. However, the expense claim of £1,162.46 was not lodged and paid until the 19th of

NOTES TO THE ACCOUNTS For the Year Ended 31 December 2024

January 2024. These were accrued in 2023 as they were considered owned by the charity when they were purchased.

5. Unrestricted Donations & Grants Breakdown

	Year Ended 31 December 2024	Year Ended 31 December 2023
Donations	£ 6,009	£ 4,393
Gift Aid	£ 610	£ 740
Welcare Grant (Hounslow Diocese) a	£ -	a £ 2,500
Masonic Lodge	£ 750	£ -
St Michael's All Angels, Chiswick b	£ 12,106	b £ 5,092
Total Donations & Grants	£ 19,475	£ 12,725

- a. Welcare is a finite amount of money set aside by the Hounslow Diocese for projects in the area. This funding is slowly coming to an end and is likely to cease shortly.
- b. St Michael's All Angels is a local church which has chosen CMAC as one of its charity partners for a 3 year period to benefit from fundraising efforts that it carries out throughout the year. This funding is variable depending on the success of the events and is received at the end of the year.

We are thankful to both of these organisations for their support of the charity. The stability that this has given us is immense.

6. Restricted Funding

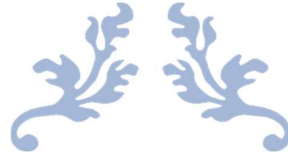
	Year Ended 31 December 2024	Year Ended 31 December 2023
Crosslight Hammersmith – Trust for London Grant a	£ 26,250	£ 15,000
Crosslight Advice – Hounslow Council Grant 2024 b	£ 22,000	
Crosslight Advice – Hounslow Council Grant 2023-24 c		£ 8,500
Total Donations & Grants	£ 48,250	£ 23,500

- a. A three-year grant has been awarded to our sister charity Crosslight Hammersmith (St Paul's Money Advice Centre) from Trust for London for salary costs of key centre staff including those of the Crosslight Chiswick branch. The funding of Crosslight Chiswick staff was included as part of this application because the two centres work closely together. All restricted funding comes from Trust for London through Crosslight Hammersmith.
- b. Crosslight Advice was awarded a grant from Hounslow Council for work done in the Hounslow borough by itself and two of its branches including Crosslight Chiswick in 2024. The grant period for this grant was from 31 March 2024 to 31 December 2024.
- c. Due to the success of its partnership with Hounslow Council, Hounslow Council awarded a further grant to Crosslight Advice and its branches for the period 18 February 2023 to 31 March 2024. Crosslight Chiswick received the funding through Crosslight Advice for this in December 2022 and September 2023.

CHISWICK MONEY ADVICE CENTRE

England & Wales - Charity number 1185550

Accounts

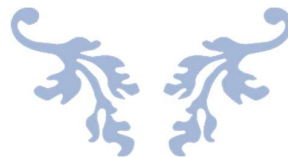


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CONTENTS	PAGE
Report of Trustees	1
Trustees, Officers & Advisors	1
Mission & Objectives	2
Activities, Achievements & Performance	2
The Challenges Faced by Our Clients	3
Social Impact	3
Marie's Story	4
Structure & Governance	5
Financial Review, Risk Management & Reserves Policy	5
Trustees' Responsibilities in Respect of the Preparation of the Accounts	6
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REPORT OF THE TRUSTEES

face due to health or other personal circumstances. We continue working with Hounslow Council’s Community Solutions team, offering a one stop shop/drop in centre with other charities and organisations alongside Crosslight for people that are struggling with multiple issues. Easy cases are able to be resolved on the spot and more difficult cases can be referred into the Crosslight Centre and an appointment booked so that we are able to help them more intensively over a longer period of time. This has proved incredibly successful and if resources are made available will be expanded.

In the year 2022, Crosslight Chiswick held 463 appointments (444 in 2022), with clients 123 of whom 60 were new (2022 - 107 clients, 54 new). Income gains of £191,830 for 56 clients were achieved and write-offs of £58,413 for 8 clients.

The majority of our clients are usually referred to us from a wide variety of sources including London Borough of Hounslow, Hestia, the NHS and friends and family.

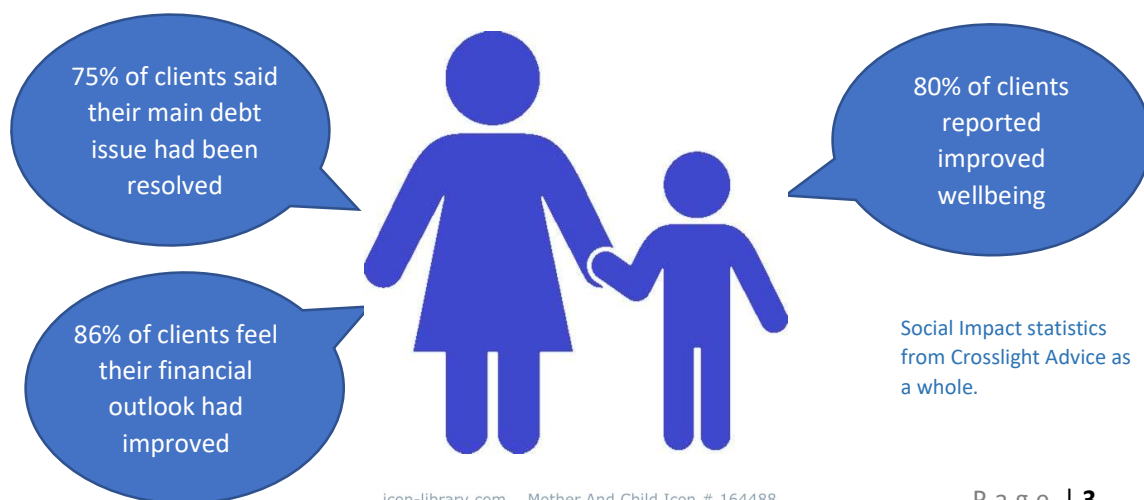
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	2023	2022	Change
Average debt per client	22,328	26,717	↓
% of clients who have long-term health issues	62%	43%	↑
Average number of debts per client	14	14	—
% of clients with fuel arrears	56%	54%	↑

Social Impact

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



REPORT OF THE TRUSTEES

We met Susanna* in November 2021. She was struggling with acute and chronic health problems and working full time. She was a council tenant, had both rent and council tax arrears, water and gas/electric arrears and several non-priority debts.

We supported her into re-payment arrangements for council tax and rent. Over the course of our work with her, she was able to reduce her work hours to accommodate her health needs. When she reduced her work hours, we successfully supported her with a Universal Credit claim (including Limited Capability for Work and Work-related activity), Council Tax Support and PIP claims. We applied for a Thames Water Help tariff which reduced her water bills by 50%; we were also able to arrange a match-fund grant from Thames Water Customer Assistance fund to pay her arrears. We applied for a Hounslow Household Support grant which paid her gas and electricity arrears.

In addition, we supported her with getting one essential repair to her flat, then put her in touch with her local councillor who supported her with another essential repair. When her bed collapsed, we applied for a grant and were able to give her a store voucher to purchase a new bed and mattress.

We are reaching the end of our time supporting her. She has now repaid her rent and council tax arrears, and is up to date with those payments as well as gas/electric and water. She has affordable re-payment plans for her non-priority debts and is keeping up to date with all her current costs.

She said "I don't know what to say I'm over the moon. I don't say it enough, thank you so much for all you are doing for me. I never had the help I needed until I met you. I very much appreciate it. Thank you so much"

Nadia* came to Crosslight Chiswick amid acute personal crisis. She and her husband were divorcing. Her husband had sunk into severe alcoholism, had been unemployed for two years, and no longer participated in family life nor contributed to the family finances.

Nadia had recently had to stop working as a cleaner because of sciatica and severe depression, insomnia, and anxiety. The family's once healthy income had evaporated, and they were being threatened by bailiffs to pay for council-tax arrears and other debts. Nadia worried about how her two children would cope with all the trauma and the family's sudden slide toward poverty.

Crosslight helped Nadia reluctantly access benefits to which she was entitled to help stabilize the family's finances. When Nadia told us that her 24-year-old daughter, who was working and contributing to the household income, had been diagnosed with a chronic, life-limiting illness, we helped her access disability benefit. We also helped her to secure a government loan toward her mortgage payments and to achieve some regular child support from her ex-husband via the Child Maintenance Service. We also successfully applied for a British Gas Energy Trust grant to pay off her utilities arrears.

Now coming toward the end of her three-year journey with Crosslight, she told her case manager, "I always bless and thank God for you. You have been sent from heaven for me, and I would have died without you."

** Names have been changed to protect the identity of the individuals*

REPORT OF THE TRUSTEES

Structure & Governance

Chiswick Money Advice Centre (CMAC) is a registered charity governed by the Charities Commission for England and Wales, registration number 1185550. It is a charitable incorporated organisation governed by a written constitution dated 23 September 2019 and registered with the Charity Commission on 30 September 2019. Operations transferred from St Nicholas Church to CMAC on 1 January 2020, shortly after it was able to open its own bank account.

The charity has a formal relationship with the registered Charitable Incorporated Organisation Crosslight Advice (1163306) and jointly operates Crosslight Chiswick, one of several Crosslight branches serving the needs of local communities. CMAC and Crosslight assume different responsibilities regarding the overall operations of Crosslight Chiswick, to ensure an efficient and cost-effective structure that avoids duplication, reduces overall costs through shared resources and economies of scale, and provides the biggest impact to those being served. The responsibilities of each organisation are codified in a memorandum of understanding between Crosslight Advice and CMAC. Crosslight Advice is the entity authorised by the Financial Conduct Authority, and the staff of CMAC provide debt advice as agents of Crosslight Advice under the day-to-day management of the Crosslight CEO.

CMAC is governed by a Board of Trustees who support CMAC in achieving its charitable objectives and meets every 2 months to discuss fundraising and CMAC's operations.

Apart from the first trustees listed, every appointed trustee must be appointed for a term of 4 years by a resolution passed at a properly convened meeting of the trustees. Trustees can serve a maximum of 3 terms and then must break for a minimum of at least one year before being eligible to be reappointed to the Board.

In selecting individuals for appointment, the trustees must have regard to the skills, knowledge and experience needed for the effective administration of CMAC. They are also given a copy of the latest report and accounts in order to gain an understanding of the organisation's financial affairs and of its governing document.

The day-to-day operations are delegated to the part time Centre Manager and her team of volunteers.

Related parties

Nicholas Lines is a trustee of Crosslight Advice as well as CMAC.

CMAC also has a partnership with St Nicholas Chiswick and benefits from the use of free office and meeting facilities. Father Simon Brandes is the vicar, and Chairman of the Parochial Church Council of St Nicholas Chiswick.

Financial Review, Risk Management & Reserves Policy

Total incoming resources for the period amounted to £36,225 (2022: £58,477). Resources expended on charitable activities were £37,801 (2022: £25,848).

The trustees continue to review and assess the key operational, governance, compliance and financial risks faced by CMAC. Some of these risks are addressed through the MOU that CMAC has with Crosslight Advice who develops most of the policies and procedures adopted by CMAC.

REPORT OF THE TRUSTEES

The principal risk faced by CMAC is a cash flow deficit should insufficient funds be raised to cover CMAC's operating costs. The trustees believe that free reserves should be the equivalent to a minimum of one year of operations until income streams are stable enough to reduce this to six months. At 31 December 2023, free reserves were £21,950 (2022: £9,266) which is significantly below the one-year target.

Building up the free reserves and the stabilising CMAC's income streams are essential for the future stability of CMAC and the Board and Crosslight Advice continue to seek ways to assist the Operations Manager in expanding funding streams.

Trustees' Responsibilities in Respect of the Preparation of the Accounts

Charity law requires the trustees of the organisation to prepare a receipts and payments account and a statement of assets and liabilities for each financial year. In addition, the trustees are responsible for keeping proper accounting records which are sufficient to show and explain the charity's transactions and to disclose with reasonable accuracy at any time the financial position of the organisation. 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.

Statement of disclosure to Independent Examiner

So far as the Trustees are aware, there is no relevant information of which the independent examiner is unaware. Additionally, the Trustees believe they have taken all the necessary steps that they ought to have taken as Trustees in order to make themselves aware of any relevant information and to establish that the independent examiner is aware of that information.

Approved by the trustees on 21 August 2024 and signed on their behalf by:

NW Lines

Nicholas Lines, Chairman

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES

I report on the accounts of Chiswick Money Advice Centre for the year ended 31 December 2023 which are set out on pages 8 to 11.

Responsibilities and basis of the report

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

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

Independent examiner's statement

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

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

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



Sally Layburn – FCA
62 The Garth
Yarnton
Oxfordshire
OX3 0NQ

21 August 2024

RECEIPT AND PAYMENT ACCOUNTS
For the Year Ended 31 December 2023

		Unrestricted Year Ended 2023	Restricted Year Ended 2023	Total Year Ended 2023	Total Year Ended 2022*
Income					
Donations & grants		12,725	23,500	36,225	58,477
Total Income	5 & 6	12,725	23,500	36,225	58,477
Expenditure					
Charitable activities					
Contributions to supporting charities			10,500	10,500	9,625
Staff costs	4		26,098	26,098	16,214
Other direct costs	4	41	1,162	1,203	9
Total expenditure		41	37,760	37,801	25,848
Net income for the year					
		12,684	(14,260)	(1,576)	32,629
Funds brought forward		9,266	25,770	35,036	2,407
Total funds carried forward		21,950	11,510	33,460	35,036

* See Note 2 for SOFA Comparatives

Approved by the trustees on 21 August 2024 and signed on their behalf by:

NW Lines

Nicholas Lines, Chairman

STATEMENT OF ASSETS AND LIABILITIES
As at 31 December 2023

	Notes	2023 £	2022 £
Assets			
Cash at bank		34,622	35,036
Tax reclaim	3		
Liabilities			
Accrued liabilities	4	1,162	-
Total Net Assets		33,460	35,036
Statement of Funds			
Total Unrestricted general funds	5	21,950	9,266
Total Restricted funds	6	11,510	25,770
Total Funds		33,460	35,036

Approved by the trustees on 21 August 2024 and signed on their behalf by:

NWLines

Nicholas Lines
Chairman

NOTES TO THE ACCOUNTS

For the Year Ended 31 December 2023

1. Accounting Policies

The accounts have been prepared on the receipts and payments basis so no accruals have been made. The accounts comply with the organisation's governing document, UK Generally Accepted Accounting Principles and the Charities Act 2011 in so far as they apply to the charity and its Trustees' Report & Accounts.

The trustees confirm, in accordance with The Charitable Incorporated Organisations (General) Regulations 2012, that at year ended 31 December 2022 CMAC did not have any outstanding guarantees to third parties nor any debts secured on assets of the organisation.

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this period under Section 144 of the Charities Act 2011.

2. SOFA Comparatives

	Unrestricted Year Ended 2022	Restricted Year Ended 2022	Total Year Ended 2022
Income			
Donations & grants	10,012	48,465	58,477
Total income	10,012	48,465	58,477
Expenditure			
Charitable activities			
Contributions to supporting charities	2,437	7,188	9,625
Staff costs	707	15,507	16,214
Other direct costs	9	9	9
Total expenditure	3,153	22,695	25,848
Net income for the year	6,859	25,770	32,629
Funds brought forward	2,407	-	2,407
Total funds carried forward	9,266	25,770	35,036

3. Tax reclaim

CMAC has chosen to show accounts on a receipts & payments basis, therefore an accrual for the gift aid claim to be submitted by CMAC in relation to 2023 income of £604.25 (2022: £738.00) has not been made.

4. Salary and Office Expenses

The final salary and HMRC payments in the amount of £4,218.88 were made on the 30th of December as evidenced by bank payment confirmations. However, the bank did not lodge these in the account until the 2nd of January. From the charity's perspective and in order to ensure that numbers remain comparable, the charity has recorded these expenses in the 2023 year to which they relate and in which they were paid. NEST did not take its payment of £186.67 until the 5th of January. New laptops and headphones for the team as well as stamps and an invoice for its web domain were all purchased by the centre manager in August and September 23 and used then. However, the expense claim of £1,162.46 was not lodged and paid until the 19th of January.

NOTES TO THE ACCOUNTS For the Year Ended 31 December 2023

These have also been accrued as they were considered owned by the charity when they were purchased.

5. Unrestricted Donations & Grants Breakdown

	Year Ended 31 December 2023	Year Ended 31 December 2022
Donations	£ 4,393	£ 4,559
Gift Aid	£ 740	£ 453
Welcare Grant (Hounslow Diocese)	a £ 2,500	a £ 5,000
St Michael's All Angels, Chiswick	b £ 5,092	b
Total Donations & Grants	£ 12,725	£ 10,012

- a. Welcare is a finite amount of money set aside by the Hounslow Diocese for projects in the area. This funding is slowly coming to an end and is likely to cease shortly.
- b. St Michael's All Angels is a local church which has chosen CMAC as one of its charity partners for a 3 year period to benefit from fundraising efforts that it carries out throughout the year. This funding is variable depending on the success of the events and is received at the end of the year.

We are thankful to both of these organisations for their support of the charity. The stability that this has given us is immense.

6. Restricted Funding

	Year Ended 31 December 2023	Year Ended 31 December 2022
Crosslight Hammersmith – Trust for London Grant	a £ 15,000	a £ 7,500
Crosslight Advice – Hounslow Council Grant 2022-23	b	b £ 19,886
Crosslight Advice – Hounslow Council Grant 2023-24	c £ 8,500	c £ 21,079
Total Donations & Grants	£ 23,500	£ 48,465

- a. A three-year grant has been awarded to our sister charity Crosslight Hammersmith (St Paul's Money Advice Centre) from Trust for London for salary costs of key centre staff including those of the Crosslight Chiswick branch. The funding of Crosslight Chiswick staff was included as part of this application because the two centres work closely together. All restricted funding comes from Trust for London through Crosslight Hammersmith.
- b. Crosslight Advice was awarded a grant from Hounslow Council for work done in the Hounslow borough by itself and two of its branches including Crosslight Chiswick in 2022. The grant period for this grant was from 18 February 22 to 17 February 23.
- c. Due to the success of its partnership with Hounslow Council, Hounslow Council awarded a further grant to Crosslight Advice and its branches for the period 18 February 2023 to 31 March 2024. Crosslight Chiswick received the funding through Crosslight Advice for this in December 2022 and September 2023.

CHISWICK MONEY ADVICE CENTRE

England & Wales - Charity number 1185550

Accounts



CHISWICK MONEY ADVICE CENTRE

Registered Charity Number 1185550



ANNUAL REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2022



Crosslight Advice Chiswick



in
partnership
with



st Nicholas
Chiswick

A Treasure by the Thames
Transforming Lives

CONTENTS	PAGE
Report of Trustees	1
Trustees, Officers & Advisors	1
Mission & Objectives	2
Activities, Achievements & Performance	2
The Challenges Faced by Our Clients	3
Social Impact	3
Marie's Story	4
Structure & Governance	5
Financial Review, Risk Management & Reserves Policy	5
Trustees' Responsibilities in Respect of the Preparation of the Accounts	6
Independent Examiner's Report	7
Receipts & Payment Accounts	8
Statement of Assets & Liabilities	9
Notes to the Accounts	10

REPORT OF THE TRUSTEES

The trustees present their report together with the accounts of Chiswick Money Advice Centre (CMAC) for the year ending 31 December 2022.

Trustees:

Name	First Term of Election	Role
Nicholas Lines	4 years	Chairman
Barbara Walton	4 years (re-elected September 2021)	Treasurer
The Reverend Simon Brandes	4 years (re-elected September 2020)	St Nicholas Elected PCC Trustee

Principal Office:

Chiswick Money Advice Centre's (CMAC) registered address is:

c/o St Nicholas Church
Parish Office
The Vicarage
Chiswick Mall
Chiswick, W4 2P1

Professional Advisors:

Bankers: NatWest Bank
314 Chiswick High Street
Chiswick, W4 5TA

Independent Examiner: Sally Layburn – FCA
62 The Garth
Yarnton, Oxfordshire
OX3 0NQ

REPORT OF THE TRUSTEES

Mission & Objectives

Chiswick Money Advice Centre is an independent, person-centred charity working to alleviate poverty amongst the most vulnerable in our communities and help them build a better future. CMAC works in partnership with the charity Crosslight Advice (charity number 1163306) and fulfils its mission through the joint operation of the Crosslight branch in Chiswick, known as Crosslight Chiswick. Our joint vision is to restore dignity and renew hope to those in need by reducing debt poverty and improving financial capability.

Our approach is deeply personal, taking individual needs and capabilities into account as we meet each person at their point of need and help them to full restoration, however long it takes. Our service is set up to enable us to walk alongside our clients over the long term if necessary; there is no cap on appointments and no limit to the duration of support we provide. Most of our clients come to us at a point of crisis, often facing the threat of eviction, court orders, visits from bailiffs, and mounting priority debts. Simply being given the time to be heard can have a huge impact. Our programmes provide comprehensive debt & benefit advice, build financial resilience through money education and budgeting coaching, and we mentor clients with open ended holistic support. Our Christian ethos and our five core values lie at the heart of all that we do and underpin our work. These values are:

- To help anyone, regardless of background, gender, ethnicity, sexuality, faith, age or circumstance, who is willing to proactively work with us to address their situation
- To model unconditional love and compassion to all
- To act without judgement in the best interests of our clients to the best of our ability
- To be open, honest and fair in all our dealings with clients and creditors alike, and to expect the same in return
- To empower our clients to make their own informed decisions and act for themselves wherever possible

The objects of CMAC are:

(i) the relief of those in need by reason of age, ill health, disability, financial hardship or other disadvantage;
(ii) to further such other exclusively charitable purposes according to the law of England and Wales as the trustees in their absolute discretion from time to time determine.

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

Activities, Achievements & Performance

The year ending 31 December 2022 was CMAC's third year of operation as its own charity, although Crosslight Chiswick has been operating as a part of St Nicholas Church since May 2015.

CMAC has one part time employee and 8 volunteers who dedicate many hours of their time to meeting clients and helping with case management and other activities. One volunteer is a qualified case manager and 3 of the volunteers have trained as personal budget coaches.

We work in a hybrid way, primarily face-to-face but continue to see some clients online and through video conference appointments which enables us to see clients who could not have seen us face to face due to health or other personal circumstances. In late 2021, we began working with Hounslow

REPORT OF THE TRUSTEES

Council's Community Solutions team, offering a one stop shop/drop in centre with other charities and organisations alongside Crosslight for people that are struggling with multiple issues. Easy cases are able to be resolved on the spot and more difficult cases can be referred into the Crosslight Centre and an appointment booked so that we are able to help them more intensively over a longer period of time.

In the year 2022, Crosslight Chiswick held 444 appointments (361 in 2021), with 107 clients of whom 54 were new (2021 - 64 clients, 18 new). Income gains of £126,244 for 56 clients were achieved and write-offs of £188,196 for 11 clients.

The majority of our clients are usually referred to us from a wide variety of sources including London Borough of Hounslow, Hestia, the NHS and friends and family.

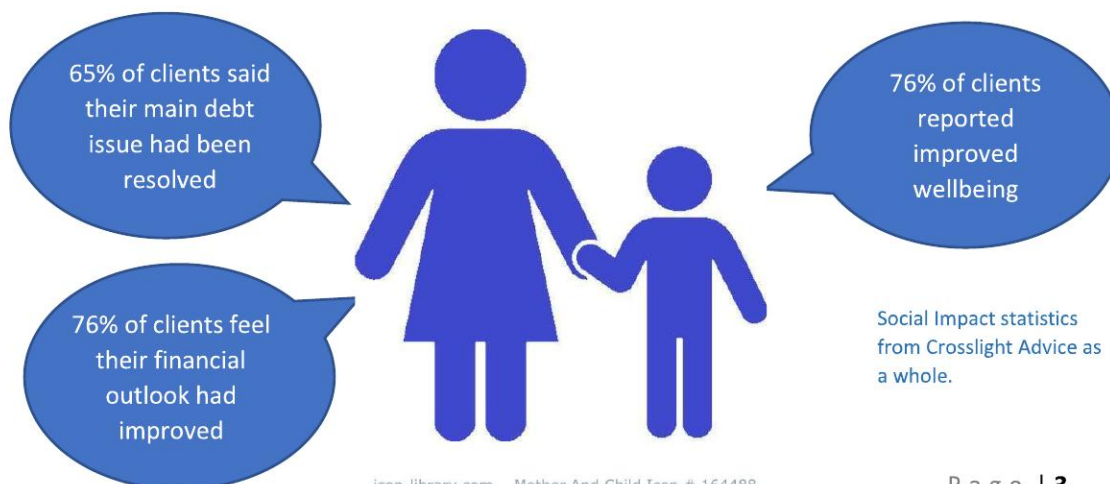
The Challenges Faced by Our Clients

The vast majority of our clients have complex needs which require dozens of hours of patient case work:

	2022	2021	Change
Average debt per client	26,717	20,952	↑
% of clients who have long-term health issues	43%	43%	—
Average number of debts per client	14	11	↑
% of clients with fuel arrears	57%	50%	↑

Social Impact

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



REPORT OF THE TRUSTEES

Marie* contacted Crosslight as a 32-year-old single mother of a toddler and a seven-year-old, with a third child on the way. She had been studying Health and Social Care at West London College but had had to give up her studies to look after the children. She was living on benefits with the kids in the one-bedroom council flat she had moved into 12 years ago and had been on a waiting list for two-bedroom accommodation since before the second child was born—the demand for scarce social housing meant that her situation had not qualified her as a priority case for a larger flat. She had been steadily falling farther and farther behind on her bills: She had rent arrears, council-tax arrears, and utility arrears and owed money for an advance on her Universal Credit.

After Marie's second baby arrived, she experienced a bout of severe post-natal depression, and she was terrified of the extra stress the new baby would add, especially knowing she would have to give birth by Caesarean section. Her refrigerator was not working, and she and the children had had food poisoning from eating spoiled food. She was sharing the double bed in her small bedroom with the two children. As she said herself, "We live in this house squeezed like sardines. At night my kids fall off the bed all the time, and I am trying to sleep on the edge and can't move too much. Now, being five months pregnant, I can hardly sleep at all and suffer from neck pain and back pain." She had no family nearby to help her or offer support, and the children's father was not in the picture.

Crosslight began working with Marie to help get her finances under control and improve her financial situation and budgeting so that she could stay debt free in the future, and we also worked to help her with her difficult living situation. We helped Marie apply for low-income tariffs on gas, electricity, water, and internet service and to apply for council-tax support. We helped her lobby for priority placement for a housing upgrade on medical grounds. We applied and received grants from the Ealing Welfare Fund and Acts 435, supplemented by a Crosslight grant, so that Marie could purchase a new fridge/freezer and a washing machine. We helped Marie access help from the Salvation Army's Ealing Baby Bank to supply a cot and baby supplies for her new baby. We applied to another charity, 52 Lives, whose donors helped Marie purchase bunk beds for the two older children, a pushchair, more baby supplies, and even a new sofa-bed (so Marie could sleep in her living room separately from the kids) and a new dining table and chairs, which gave the oldest child a place to sit and do homework. Finally, we helped Marie apply for a debt relief order to remove the burden of her past debts.

When she came to Crosslight, Marie often was in tears and talked about finding it hard to go on; these days, when we speak to her, we hear her musical laughter. She wrote to us, "I have never received this kind of support with things I am going through from anyone since I have been in this country. I have always been left alone to fight and face problems. You are not only there to help me with debt, but also you care about me, my children, and our wellbeing. You have helped me a lot through life situations. I really don't know how to thank you for all your help, support, time, and effort. I am so, so grateful to you. May God bless you and protect you. You changed my life."

** Name has been changed to protect the identity of the individual*

REPORT OF THE TRUSTEES

Structure & Governance

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Apart from the first trustees listed, every appointed trustee must be appointed for a term of 4 years by a resolution passed at a properly convened meeting of the trustees. Trustees can serve a maximum of 3 terms and then must break for a minimum of at least one year before being eligible to be reappointed to the Board.

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The day-to-day operations are delegated to the part time Centre Manager and her team of volunteers.

Related parties

Nicholas Lines is a trustee of Crosslight Advice as well as CMAC.

CMAC also has a partnership with St Nicholas Chiswick and benefits from the use of free office and meeting facilities. Father Simon Brandes is the vicar, and Chairman of the Parochial Church Council of St Nicholas Chiswick.

Financial Review, Risk Management & Reserves Policy

Total incoming resources for the period amounted to £58,477 (2021: £11,783). Resources expended on charitable activities were £25,848 (2021: £13,421).

The trustees continue to review and assess the key operational, governance, compliance and financial risks faced by CMAC. Some of these risks are addressed through the MOU that CMAC has with Crosslight Advice who develops most of the policies and procedures adopted by CMAC.

REPORT OF THE TRUSTEES

The principal risk faced by CMAC is a cash flow deficit should insufficient funds be raised to cover CMAC's operating costs. The trustees believe that free reserves should be the equivalent to a minimum of one year of operations until income streams are stable enough to reduce this to six months. At 31 December 2022, free reserves were £9,266 (2021: £2,407) which is significantly below the one-year target.

Building up the free reserves and the stabilising CMAC's income streams are essential for the future stability of CMAC and the Board and Crosslight Advice continue to seek ways to assist the Operations Manager in expanding funding streams.

Trustees' Responsibilities in Respect of the Preparation of the Accounts

Charity law requires the trustees of the organisation to prepare a receipts and payments account and a statement of assets and liabilities for each financial year. In addition, the trustees are responsible for keeping proper accounting records which are sufficient to show and explain the charity's transactions and to disclose with reasonable accuracy at any time the financial position of the organisation. 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.

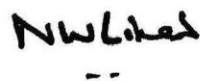
Statement of disclosure to Independent Examiner

So far as the Trustees are aware, there is no relevant information of which the independent examiner is unaware. Additionally, the Trustees believe they have taken all the necessary steps that they ought to have taken as Trustees in order to make themselves aware of any relevant information and to establish that the independent examiner is aware of that information.

4 September

Approved by the trustees on 2023

and signed on their behalf by:



Nicholas Lines, Chairman

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES

I report on the accounts of Chiswick Money Advice Centre for the year ended 31 December 2022 which are set out on pages 8 to 11.

Responsibilities and basis of the report

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Independent examiner's statement

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

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

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



Sally Layburn – FCA
62 The Garth
Yarnton
Oxfordshire
OX3 0NQ

4 September 2023

RECEIPT AND PAYMENT ACCOUNTS
For the Year Ended 31 December 2022

		Unrestricted Year Ended 2022	Restricted Year Ended 2022	Total Year Ended 2022	Total Year Ended 2021 *
Income					
Donations & grants		10,012	48,465	58,477	11,783
Total Income	5 & 6	10,012	48,465	58,477	11,783
Expenditure					
Charitable activities					
Contributions to supporting charities	4	2,437	7,188	9,625	4,875
Staff costs		707	15,507	16,214	8,486
Other direct costs		9		9	60
Total expenditure		3,153	22,695	25,848	13,421
Net income for the year		6,859	25,770	32,629	(1,638)
Funds brought forward		2,407	-	2,407	4,045
Total funds carried forward		9,266	25,770	35,036	2,407

* See Note 2 for SOFA Comparatives

4 September

Approved by the trustees on 2023

and signed on their behalf by:

NW Lines

Nicholas Lines, Chairman

STATEMENT OF ASSETS AND LIABILITIES
As at 31 December 2022

	Notes	2022 £	2021 £
Assets			
Cash at bank		35,036	2,407
Tax reclaim	3		
Total Assets	4	35,036	2,407
Statement of Funds			
Total Unrestricted general funds	5	9,266	2,407
Total Restricted funds	6	25,770	-
Total Funds		35,036	2,407

4 September

Approved by the trustees on 2023

and signed on their behalf by:

NWLines

Nicholas Lines
Chairman

NOTES TO THE ACCOUNTS For the Year Ended 31 December 2022

1. Accounting Policies

The accounts have been prepared on the receipts and payments basis so no accruals have been made. The accounts comply with the organisation's governing document, UK Generally Accepted Accounting Principles and the Charities Act 2011 in so far as they apply to the charity and its Trustees' Report & Accounts.

The trustees confirm, in accordance with The Charitable Incorporated Organisations (General) Regulations 2012, that at year ended 31 December 2022 CMAC did not have any outstanding guarantees to third parties nor any debts secured on assets of the organisation.

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this period under Section 144 of the Charities Act 2011.

2. SOFA Comparatives

In 2021, CMAC did not have any restricted funding. The balances on the SOFA are all unrestricted funding.

3. Tax reclaim

CMAC has chosen to show accounts on a receipts & payments basis, therefore an accrual for the gift aid claim to be submitted by CMAC in relation to 2022 income of £738.00 (2021: £453.50) has not been made.

4. Funds owing to Supporting Charity

CMAC has chosen to show accounts on a receipts & payments basis, therefore an accrual for the 2021 quarter four instalment of contributions to Crosslight Advice for shared costs and overheads of £1,625 was not made in the 2021 accounts. These were paid and are recorded in 2022.

5. Unrestricted Donations & Grants Breakdown

	Year Ended 31 December 2022	Year Ended 31 December 2021
Donations	£ 4,559	£ 5,991
Gift Aid	£ 453	£ 792
Welcare Grant (Hounslow Diocese)	£ 5,000	£ 5,000
Total Donations & Grants	£ 10,012	£ 11,783

6. Restricted Funding

	Year Ended 31 December 2022
Crosslight Hammersmith – Trust for London Grant	a £ 7,500
Crosslight Advice – Hounslow Council Grant 2022-23	b £ 19,886
Crosslight Advice – Hounslow Council Grant 2023-24	c £ 21,079
Total Donations & Grants	£ 48,465

- a. A three-year grant has been awarded to our sister charity Crosslight Hammersmith (St Paul's Money Advice Centre) from Trust for London for salary costs of key centre staff including those of the Crosslight Chiswick branch. The funding of Crosslight Chiswick staff

NOTES TO THE ACCOUNTS
For the Year Ended 31 December 2022

was included as part of this application because the two centres work closely together. All restricted funding comes from Trust for London through Crosslight Hammersmith.

- b. Crosslight Advice was awarded a grant from Hounslow Council for work done in the Hounslow borough by itself and two of its branches including Crosslight Chiswick in 2022. The grant period for this grant was from 18 February 22 to 17 February 23.
- c. Due to the success of its partnership with Hounslow Council, Hounslow Council awarded a further grant to Crosslight Advice and its branches for the period 18 February 2023 to 31 March 2024. Crosslight Chiswick received the funding through Crosslight Advice for this in December 2022.

CHISWICK MONEY ADVICE CENTRE

England & Wales - Charity number 1185550

Accounts



CHISWICK MONEY ADVICE CENTRE

Registered Charity Number 1185550



ANNUAL REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2021



Crosslight Advice Chiswick



in
partnership
with



st Nicholas
Chiswick

A Treasure by the Thames
Transforming Lives

CONTENTS	PAGE
Report of Trustees	1
Trustees, Officers & Advisors	1
Mission & Objectives	2
Activities, Achievements & Performance	2
The Challenges Faced by Our Clients	3
Social Impact	3
Structure & Governance	4
Financial Review, Risk Management & Reserves Policy	5
Trustees' Responsibilities in Respect of the Preparation of the Accounts	5
Receipts & Payment Accounts	6
Statement of Assets & Liabilities	7
Notes to the Accounts	8

REPORT OF THE TRUSTEES

The trustees present their report together with the accounts of Chiswick Money Advice Centre (CMAC) for the year ending 31 December 2021.

Trustees:

Name	First Term of Election	Role
Nicholas Lines	4 years	Chairman
Barbara Adamson	3 years (resigned July 2021)	Trustee
Barbara Walton	2 years (re-elected September 2021)	Treasurer
The Reverend Simon Brandes	1 year (re-elected September 2020)	St Nicholas Elected PCC Trustee

Principal Office:

Chiswick Money Advice Centre's (CMAC) registered address is:

c/o St Nicholas Church
Parish Office
The Vicarage
Chiswick Mall
Chiswick, W4 2P1

Professional Advisors:

Bankers: NatWest Bank
314 Chiswick High Street
Chiswick, W4 5TA

REPORT OF THE TRUSTEES

Mission & Objectives

Chiswick Money Advice is an independent, person centred charity working to alleviate poverty amongst some of the most vulnerable in our communities through end-to-end holistic debt advice and money education. It operates mainly in the Hounslow borough but also in surrounding boroughs.

It achieves its mission in conjunction with Crosslight Advice (charity 1163306) and jointly operates the Chiswick Branch of Crosslight under the name Crosslight Chiswick. CMAC is responsible for recruiting local staff and volunteers who work under the supervision of Crosslight Advice and are covered by Crosslight Advice's FCA authorisation.

Rooted in our belief that everyone - no matter their background or circumstance - deserves dignity, independence, and renewed hope. Our whole-person approach focuses on individuals and families who are often characterised by unemployment or low incomes, long-term physical or mental health problems, and complex social and family issues. Our ethos is to work with our clients on an individual basis, to ensure they are able to embrace the advice given and understand the benefits of simple money management and budgeting techniques. But just as importantly, we aim to support them as they start working through some of the causes of their difficulties. It is a partnership, and we seek always to equip and empower, rather than prescribe or dictate. Most of our clients come to us at a point of crisis, often facing the threat of eviction, court orders, visits from bailiffs, and mounting priority debts. Simply being given the time to be heard can have a huge impact. With engagement, opportunities abound for positive life changes, building resilience and ultimately, encouraging financial independence. Crosslight was founded on Christian principles and a strong Christian ethos underpins our values. We work with anyone who is struggling with problem debt regardless of their background, gender, ethnicity, sexuality, religion, or age.

The objects of CMAC are:

(i) the relief of those in need by reason of age, ill health, disability, financial hardship or other disadvantage;
 (ii) to further such other exclusively charitable purposes according to the law of England and Wales as the trustees in their absolute discretion from time to time determine.

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

Activities, Achievements & Performance

The year ending 31 December 2021 was CMAC's second year of operation as its own charity, although Crosslight Chiswick has been operating as a part of St Nicholas Church since May 2015.

CMAC has one part time employee and 8 volunteers who dedicate many hours of their time to meeting clients and helping with case management and other activities. One volunteer is a qualified case manager and 3 of the volunteers have trained as personal budget coaches.

In 2021, work continued in a hybrid way with some online and video conference appointments and some face to face in the latter half of the year. Documents were signed electronically or where clients did not have access to internet were posted out for signing; client documents were able to be uploaded or dropped off at drop off centres. Though this electronic way of working has meant trust has taken longer to build, it has also meant that we were able to see some clients who could not have

REPORT OF THE TRUSTEES

seen us face to face due to health or other personal circumstances. Therefore for 2022 we are looking at continuing to work in a hybrid way even once face to face meetings are once again possible.

In the year 2021, Crosslight Chiswick had 361 appointments (344 in 2020), with 64 clients of whom 18 were new (2020 - 58 clients, 28 new). Financial gains of £252,722.81 for 46 clients were achieved through debt relief and new or increased benefits (2020- £235,699.94 for 44 clients).

The majority of our clients are usually referred to us from a wide variety of sources including London Borough of Hounslow, the NHS and friends and family.

The Challenges Faced by Our Clients

The vast majority of our clients have complex needs which require dozens of hours of patient case work:

	2020	2021	Change
Average debt per client	19,190	20,952	↑
% of clients who have long-term health issues	52%	43%	↓
% of clients with multiple (4+) debts	90%	77%	↓
% of clients with priority debts	92%	84%	↓

Social Impact

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



REPORT OF THE TRUSTEES

Christine's Story

Christine* is a 58 year old nurse we first met in September 2019 – she was working full-time as a nurse but was in over £20,000 of debt through loans and credit cards which she had taken to support a fledgling business training healthcare staff. She had payment arrangements with creditors that she couldn't afford. We contacted the creditors and were able to reach re-payment agreement.

Then in July 2020 she became severely ill after having contracted Covid. When she recovered, she went back to work, and then dislocated her shoulder while working on an acute Covid unit. Her flatmate moved, leaving her with unaffordable rent, council tax and utility bills. Her time off work added to her financial stress, and her family was mostly unsympathetic, blaming her for the situation she was in. In addition, she was the primary carer for her elderly, ill parents.

We again contacted her creditors, were able to get her payments put on hold. We helped her apply for Universal Credit and also helped her to get a grant from a charity providing relief to nurses in need. Late last year her debts were written off through debt relief. She continues to work as a nurse, care for her parents and is re-building her relationship with her family. She recently wrote this to our head office:

To whom it concerns,

I am writing to you to inform you of the incredible work that Michèle and the team carried out to bring me through a most traumatic time and help me sort my finances.

Throughout the whole process they were kind, empathetic, patient, efficient and unbelievably caring.

I could not recommend them higher.

I am so grateful and appreciate for all they have done for me.

Your charity is a Godsend, thank you.

** Name has been changed to protect the identity of the individual*

Byron's Story

We met Byron* in May 2020. He was referred to us by Maggie's – he was receiving cancer treatment for the second time, had emphysema and impaired mobility. He was exhausted, had Universal Credit, but was too tired to claim other benefits, so had been living on credit cards. We immediately helped him to claim other benefits, we contacted the credit card companies, and were able to come to an affordable re-payment arrangement. We applied for grants to reduce his water bill and to pay his gas arrears. We were successful with an appeal when his disability benefit was reduced.

In June 2021 he was diagnosed with a third cancer; just as he was about to start treatment his basement flat was flooded by the terrible rain we had last July, and he lost everything. He was placed in a hotel while his housing association cleaned, disinfected, and set about repairing the damage.

We contacted his creditors, and his payments were put on hold. We applied for grants to replace his bed, appliances, clothes, everything. We intervened when he was given 2-day notice by the housing association that he would be moving back. Not necessarily what you would expect debt advisers to do, but that's what he needed. He has now moved back to his flat, new re-payment arrangements are in place and we continue to accompany him on his journey.

** Name has been changed to protect the identity of the individual*

REPORT OF THE TRUSTEES

Structure & Governance

Chiswick Money Advice Centre (CMAC) is a registered charity governed by the Charities Commission for England and Wales, registration number 1185550. It is a charitable incorporated organisation governed by a written constitution dated 23 September 2019 and registered with the Charity Commission on 30 September 2019. Operations transferred from St Nicholas Church to CMAC on 1 January 2020, shortly after it was able to open its own bank account.

CMAC is governed by a Board of Trustees who support CMAC in achieving its charitable objectives and meets every 2 months to discuss fundraising and CMAC's operations.

Apart from the first trustees listed, every appointed trustee must be appointed for a term of 4 years by a resolution passed at a properly convened meeting of the trustees. Trustees can serve a maximum of 3 terms and then must break for a minimum of at least one year before being eligible to be reappointed to the Board.

In selecting individuals for appointment, the trustees must have regard to the skills, knowledge and experience needed for the effective administration of CMAC. They are also given a copy of the latest report and accounts in order to gain an understanding of the organisation's financial affairs and of its governing document.

The day to day operations are delegated to the part time Operations Manager and her team of volunteers.

Financial Review, Risk Management & Reserves Policy

Total incoming resources for the period amounted to £11,783. Resources expended on charitable activities were £13,421.

The trustees continue to review and assess the key operational, governance, compliance and financial risks faced by CMAC. Some of these risks are addressed through the MOU that CMAC has with Crosslight Advice who develops most of the policies and procedures adopted by CMAC.

The principal risk faced by CMAC is a cash flow deficit should insufficient funds be raised to cover CMAC's operating costs. The trustees believe that free reserves should be the equivalent to a minimum of one year of operations until income streams are stable enough to reduce this to six months. At 31 December 2021, free reserves were £2,407 (2020: £4,045) which is significantly below the one year target. A decision was made together with Crosslight to hold the fourth quarter payment by CMAC to Crosslight until grants that were applied for in 2021 materialised and the financial position of CMAC was more stable. Payments were caught up in May 2022.

Building up the free reserves and the stabilising CMAC's income streams are essential for the future stability of CMAC and the Board and Crosslight continue to seek ways to assist the Operations Manager in expanding funding streams.

Trustees' Responsibilities in Respect of the Preparation of the Accounts

Charity law requires the trustees of the organisation to prepare a receipts and payments account and a statement of assets and liabilities for each financial year. In addition, the trustees are responsible

REPORT OF THE TRUSTEES

for keeping proper accounting records which are sufficient to show and explain the charity's transactions and to disclose with reasonable accuracy at any time the financial position of the organisation. 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.

Approved by the trustees on 18 September 2022 and signed on their behalf by:

NWLines

Nicholas Lines, Chairman

RECEIPT AND PAYMENT ACCOUNTS
For the Year Ended 31 December 2021

	Unrestricted Year Ended 31 December 2021	Total Year Ended 31 December 2021	Unrestricted 15 months ^{Note 2} 31 December 2020	Total 15 months ^{Note 2} 31 December 2020
Income				
Donations & grants	11,783	11,783	15,797	15,797
Total Income	11,783	11,783	15,797	15,797
Expenditure				
Charitable activities				
Contributions to supporting charities	4,875	4,875	3,250	3,250
Staff costs	8,486	8,486	8,486	8,486
Other direct costs	60	60	16	16
Total expenditure	13,421	13,421	11,752	11,752
Net income for the year	(1,638)	(1,638)	4,045	4,045
Funds brought forward	4,045	4,045	-	-
Total funds carried forward	2,407	2,407	4,045	4,045

Approved by the trustees on 18 September 2022 and signed on their behalf by:

NW Lines

Nicholas Lines, Chairman

STATEMENT OF ASSETS AND LIABILITIES
As at 31 December 2021

	Notes	2021 £	2020 £
Assets			
Cash at bank		2,407	4,045
Tax reclaim	3		-
Total Assets	4	2,407	4,045
Statement of Funds			
Total Unrestricted general funds		2,407	4,045
Total Funds		2,407	4,045

Approved by the trustees on 18 September 2022 and signed on their behalf by:

NW Lines

Nicholas Lines
Chairman

NOTES TO THE ACCOUNTS For the Year Ended 31 December 2021

1. Accounting Policies

The accounts have been prepared on the receipts and payments basis so no accruals have been made. The accounts comply with the organisation's governing document, UK Generally Accepted Accounting Principles and the Charities Act 2011 in so far as they apply to the charity and its Trustees' Report & Accounts.

The trustees confirm, in accordance with The Charitable Incorporated Organisations (General) Regulations 2012, that at year ended 31 December 2021 CMAC did not have any outstanding guarantees to third parties nor any debts secured on assets of the organisation.

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this period under Section 144 of the Charities Act 2011.

2. Organisation Start Date

Although the charity commenced legally on 30 September 2019, operations were occurring prior to this date as part of St Nicholas Church Chiswick. Operations including income and expenditure did not transfer until 1 January 2020 other than one donation made in late December 2019 which was given by a church to fund 2020 operations. Therefore, the accounts while in practice are for 15 months, in practice are for 12 months and therefore future accounts will be directly comparable.

3. Tax reclaim

CMAC has chosen to show accounts on a receipts & payments basis, therefore an accrual for the gift aid claim to be submitted by CMAC in relation to 2021 income of £620.50 (2020: £791.90) has not been made.

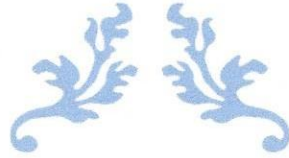
4. Funds owing to Supporting Charity

CMAC has chosen to show accounts on a receipts & payments basis, therefore an accrual for the quarter four instalment of support payments to Crosslight of £1,625 has not been made in the 2021 accounts. These were subsequently paid in May 2022 and will be recorded as part of the May 2022 expenditure.

CHISWICK MONEY ADVICE CENTRE

England & Wales - Charity number 1185550

Accounts

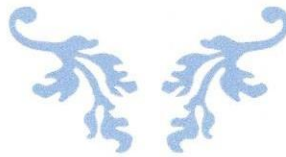


CHISWICK MONEY ADVICE CENTRE

Registered Charity Number 1185550



ANNUAL REPORT AND ACCOUNTS 15 MONTHS ENDED 31 DECEMBER 2020



Crosslight Advice Chiswick



in
partnership
with



st Nicholas
Chiswick

A Treasure by the Thames
Transforming Lives

CONTENTS	PAGE
Report of Trustees	1
Trustees, Officers & Advisors	1
Mission & Objectives	2
Activities, Achievements & Performance	2
The Challenges Faced by Our Clients	3
Social Impact	3
Structure & Governance	4
Financial Review, Risk Management & Reserves Policy	5
Trustees' Responsibilities in Respect of the Preparation of the Accounts	5
Receipts & Payment Accounts	6
Statement of Assets & Liabilities	7
Notes to the Accounts	8

REPORT OF THE TRUSTEES

The trustees present their report together with the accounts of Chiswick Money Advice Centre (CMAC) for the period from 30 September 2019 to 31 December 2020. Although the charity was formed on 30 September 2019, operations for CMAC did not transfer from St Nicholas Church until 1 January 2020 except for one donation in late December 2019. Therefore, all the impact statistics given in this report are for the period of 1 January 2020 to 31 December 2020 but the financial statements include the period from its inception and therefore include the one donation made in 2019.

Trustees:

Name	First Term of Election	Role
Nicholas Lines	4 years	Chairman
Barbara Adamson	3 years (resigned July 2021)	Trustee
Barbara Walton	2 years (re-elected September 2021)	Treasurer
The Reverend Simon Brandes	1 year (re-elected September 2020)	St Nicholas Elected PCC Trustee

Principal Office:

Chiswick Money Advice Centre's (CMAC) registered address is:

c/o St Nicholas Church
Parish Office
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Chiswick, W4 2P1

Professional Advisors:

Bankers: NatWest Bank
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REPORT OF THE TRUSTEES

Mission & Objectives

Chiswick Money Advice is an independent, person centred charity working to alleviate poverty amongst some of the most vulnerable in our communities through end-to-end holistic debt advice and money education. It operates mainly in the Hounslow borough but also in surrounding boroughs.

It achieves its mission in conjunction with Crosslight Advice (charity 1163306) and jointly operates the Chiswick Branch of Crosslight under the name Crosslight Chiswick. CMAC is responsible for recruiting local staff and volunteers who work under the supervision of Crosslight Advice and are covered by Crosslight Advice's FCA authorisation.

Rooted in our belief that everyone - no matter their background or circumstance - deserves dignity, independence, and renewed hope. Our whole-person approach focuses on individuals and families who are often characterised by unemployment or low incomes, long-term physical or mental health problems, and complex social and family issues. Our ethos is to work with our clients on an individual basis, to ensure they are able to embrace the advice given and understand the benefits of simple money management and budgeting techniques. But just as importantly, we aim to support them as they start working through some of the causes of their difficulties. It is a partnership, and we seek always to equip and empower, rather than prescribe or dictate. Most of our clients come to us at a point of crisis, often facing the threat of eviction, court orders, visits from bailiffs, and mounting priority debts. Simply being given the time to be heard can have a huge impact. With engagement, opportunities abound for positive life changes, building resilience and ultimately, encouraging financial independence. Crosslight was founded on Christian principles and a strong Christian ethos underpins our values. We work with anyone who is struggling with problem debt regardless of their background, gender, ethnicity, sexuality, religion, or age.

The objects of CMAC are:

- (i) the relief of those in need by reason of age, ill health, disability, financial hardship or other disadvantage;
- (ii) to further such other exclusively charitable purposes according to the law of England and Wales as the trustees in their absolute discretion from time to time determine.

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

Activities, Achievements & Performance

Although 2020 is CMAC's first year of operation as its own charity, Crosslight Chiswick has been operating as a part of St Nicholas Church since May 2015.

CMAC has one part time employee and 7 volunteers who dedicate many hours of their time to meeting clients and helping with case management and other activities. One volunteer is a qualified case manager and 2 of the volunteers have trained as personal budget coaches.

Work didn't stop for COVID, but swiftly moved to online and video conference appointments. Documents were signed electronically or where clients did not have access to internet were posted out for signing; client documents were able to be uploaded or dropped off at drop off centres. Though this electronic way of working has meant trust has taken longer to build, it has also meant that we were able to see some clients who could not have seen us face to face due to health or other personal

REPORT OF THE TRUSTEES

circumstances. Therefore for 2021 we are looking at continuing to work in a hybrid way even once face to face meetings are once again possible.

In the year 2020, Crosslight Chiswick had 344 appointments (a 46% increase on 2019), with 58 clients of whom 28 were new. Financial gains of £235,699.94 for 44 clients were achieved through debt relief and new or increased benefits.

The majority of our clients are usually referred to us from a wide variety of sources including London Borough of Hounslow, the NHS and friends and family.

The Challenges Faced by Our Clients

The vast majority of our clients have complex needs which require dozens of hours of patient case work:

	2019	2020	Change
Average debt per client	16,900	19,190	↑
% of clients who have long-term health issues	58%	52%	↓
% % of clients with multiple (4+) debts	75%	90%	↑
% of clients with priority debts	86%	92%	↑

Social Impact

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



REPORT OF THE TRUSTEES

Yvonne's Story

Yvonne* approached us for help in July 2019, unable to address and manage her financial and debt issues. She had been struggling with severely limited and painful mobility and mental health issues.

She was extremely anxious with feelings of depression, unable to concentrate and had memory difficulties. She felt unable to make phone calls to get basic information from creditors or even to request a disability benefit form unaided.

She was unsure of her level of debt and was unaware that she had not completed exemption forms for her student loans. She owed thousands of pounds to a bank for a loan, credit card and overdraft and further thousands to family and friends. She was being made redundant from her job and was staying with family or sofa surfing with friends. Her relationships in particular with her family were very strained.

We contracted creditors on her behalf, advised how she might use her redundancy to pay some of her debts, assisted her to claim PIP and Universal Credit and helped her complete student loan exemption forms. We helped her to initiate the Universal Credit Capability for Work process and completed the questionnaire with her. We referred her to a housing support unit in the borough and gave her a lot of encouragement to stick with both that process and with mental health treatment. We agreed affordable payment arrangements with her creditors. She also attended Crosslight's Money Essentials course, which she said was a complete revelation!

Yvonne was awarded Capability for Work resulting in an enhanced UC payment. She was also awarded PIP. A mental health support worker assisted her to apply for medical housing priority and got her PIP award increased.

A year and a half on, Yvonne has moved into a brand new flat offered by the borough. She was able to update her UC account with rent changes and make a claim for Council Tax with instruction. She has paid back family and friends and continues to make payments to the bank.

Yvonne told us that she is excited and hopeful for the future for the first time in a long while. She said that her life has been completely changed by her encounter with Crosslight and that without the loving acceptance, help and support from us she would not have been able to make this transformational change.

** Name has been changed to protect the identity of the individual*

Structure & Governance

Chiswick Money Advice Centre (CMAC) is a registered charity governed by the Charities Commission for England and Wales, registration number 1185550. It is a charitable incorporated organisation governed by a written constitution dated 23 September 2019 and registered with the Charity Commission on 30 September 2019. Operations transferred from St Nicholas Church to CMAC on 1 January 2020, shortly after it was able to open its own bank account.

CMAC is governed by a Board of Trustees who support CMAC in achieving its charitable objectives and meets every 2 months to discuss fundraising and CMAC's operations.

Apart from the first trustees listed, every appointed trustee must be appointed for a term of 4 years by a resolution passed at a properly convened meeting of the trustees. Trustees can serve a maximum of 3 terms and then must break for a minimum of at least one year before being eligible to be reappointed to the Board.

REPORT OF THE TRUSTEES

In selecting individuals for appointment, the trustees must have regard to the skills, knowledge and experience needed for the effective administration of CMAC. They are also given a copy of the latest report and accounts in order to gain an understanding of the organisation's financial affairs and of its governing document.

The day to day operations are delegated to the part time Operations Manager and her team of volunteers.

Financial Review, Risk Management & Reserves Policy

Total incoming resources for the period amounted to £15,797. Resources expended on charitable activities were £11,752.

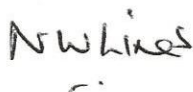
The trustees continue to review and assess the key operational, governance, compliance and financial risks faced by CMAC. Some of these risks are addressed through the MOU that CMAC has with Crosslight Advice who develops most of the policies and procedures adopted by CMAC.

The principal risk faced by CMAC is a cash flow deficit should insufficient funds be raised to cover CMAC's operating costs. The trustees believe that free reserves should be the equivalent to a minimum of one year of operations until income streams are stable enough to reduce this to six months. At 31 December 2020, free reserves were £4,045 which is still significantly below the one year target. Building this up is essential for the future stability of CMAC and the Board continues to seek ways to assist the Operations Manager in expanding funding streams.

Trustees' Responsibilities in Respect of the Preparation of the Accounts

Charity law requires the trustees of the organisation to prepare a receipts and payments account and a statement of assets and liabilities for each financial year. In addition, the trustees are responsible for keeping proper accounting records which are sufficient to show and explain the charity's transactions and to disclose with reasonable accuracy at any time the financial position of the organisation. 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.

Approved by the trustees on 30 September 2021 and signed on their behalf by:



Nicholas Lines, Chairman

RECEIPT AND PAYMENT ACCOUNTS
For the Fifteen Months ^{Note 2} Ended 31 December 2020

	Unrestricted Funds 15 months ^{Note 2} to 31 December 2020	Total Funds 15 months ^{Note 2} to 31 December 2020
Income		
Donations & grants	15,797	15,797
Total income	15,797	15,797
Expenditure		
Charitable activities		
Contributions to supporting charities	3,250	3,250
Staff costs	8,486	8,486
Other direct costs	16	16
Total expenditure	11,752	11,752
Net income for the year	4,045	4,045
Funds brought forward	-	-
Total funds carried forward	4,045	4,045

Approved by the trustees on 30 September 2021 and signed on their behalf by:

NW Lines

Nicholas Lines, Chairman