

**ADVICE UK**

**ANNUAL REPORT AND CONSOLIDATED FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**Charity Registration No. 299342**

**Company No. 02023982**

**CONTENTS**

	Pages
Reference and Administrative Details	1
Report of the Trustees	2 - 13
Independent Auditor's Report	14 - 17
Consolidated Statement of Financial Activities	18
Balance Sheet	19-20
Previous period Consolidated Statement of Financial Activities	21
Consolidated Statement of Cashflows	22
Notes to the Financial Statements	23 - 43

## ADVICE UK

### REFERENCE AND ADMINISTRATIVE DETAILS

For the year ended 31 March 2025

---

Trustees	B Badesha V Greenwood J Ipyana H Kendall (resigned on 26 September 2024) A Mandalia (resigned on 31 March 2025) A Quinn N Sombu C White T Evans (resigned on 7 July 2025) L Clark (appointed 27 March 2025) M Dronfield (appointed 27 March 2025)
Chair	B Badesha
Chief Executive	L Bayram
Company Secretary	L Bayram
Company Number	02023982 (England & Wales)
Charity Number	299342
Registered Office	Suite 610 150 Minorities London EC3N 1LS
Website	<a href="http://www.adviceuk.org.uk">www.adviceuk.org.uk</a>
Auditor	Sumer Audit Co Fitzroy House Crown Street Ipswich Suffolk IP1 3LG

**REPORT OF THE TRUSTEES**  
**For the year ended 31 March 2025**

---

**Introduction from the Chair**

I am delighted to share with you our 2024/25 annual report. A change of government at Westminster has brought both opportunities and challenges for our sector. AdviceUK has focused on working with our members to make the most of these new opportunities – such as the Ministry of Justice's efforts to develop a sector wide strategy for legal support. We've also challenged changes in policy that directly impact the clients our members advise and support, not least the damaging changes to disability benefits.

In 2024, our members provided free, independent advice to over 2.8 million people. They did so whilst supporting more people with ever more complex advice problems and struggling themselves to remain sustainable; as funding levels further decreased for some.

Our members' resilience, determination and creativity in providing vital support but with less funding is to be commended but this should not be the reality. Again this year, for our members who rely on local authority support, it has been especially difficult. Some have had to reduce services; for a few, close for good.

As always, our priority at AdviceUK is to make our members' work easier. We do that through support, advice and guidance and by advocating on their behalf with funders, policymakers; regulators and others who influence the environment in which our members provide their services.

This year saw the start of the new strategy we spent last year shaping in partnership with our members and other stakeholders. I am proud the Board is making significant investment in AdviceUK's capacity to deliver our new strategy. This report shares insights into how our investment is focused and the progress we have made in the last few months. Personal highlights for me have been our first ever Advice Week which marked the start of our growing focus on ensuring the voices and experiences of our members and the communities they serve are used to shape future policy and funding plans. Also the launch of our free wellbeing service and, finally, our partnership with AdvicePro and Wyser Ventures Ltd. Through this we have successfully developed the integration of artificial intelligence into AdvicePro's case note management. Members will see the full benefit of these developments in the coming months.

One final first for this year was the launch of our Members' Survey. The response we received was fantastic. The findings were wide-ranging and will inform how we further improve our support as well as our campaigning priorities. Among many things, members who responded told us they most valued our

- funding updates and support,
- services such as insurance and AdvicePro
- member updates and events

Members who responded gave us a 4.3 grade out of 5; with 86% stating they felt we met their needs. With limited resources ourselves, I'm proud of this feedback and know our future strategy will build on this.

I want to end by thanking our staff for all their support through this period of change. We have welcomed new colleagues, made changes to how we do things and launched new initiatives. Through all this, staff commitment to members and the support we provide has not wavered. My fellow trustees also deserve thanks for sharing their time, expertise and support with the staff team. And, of course, our funders. This year Trust for London; the Aviva Foundation; City Bridge Foundation; the London Legal Support Trust and the Scottish Government – have directly funded some of our work. Alongside their valued support, we have worked with other funders in consortiums and in an advisory capacity, to ensure their funding plans support the diversity of the independent advice sector. Finally, most of all I want to thank our members. Whether you responded to our survey, took part in Advice Week or attended a forum or working group, I want to thank you for your continued support.

Best wishes



**Baljit Badesha, Chair of AdviceUK Board of Trustee**

**REPORT OF THE TRUSTEES**  
**For the year ended 31 March 2025**

---

**Why we exist**

We exist to improve the lives of people in need of advice. We do this by supporting our members, so it is easier for them to help their clients, and by directly influencing policy-makers, decision-makers and funders who have influence over the environment in which free, independent advice services operate.

**Our vision** is a society wherein every individual, regardless of means, is able to access the advice they need in order to exercise their rights and deal with any legal and social welfare problems they may face.

**Our mission** is to support advice organisations, by helping them to be efficient, competent and effective, and to campaign for a policy environment that supports advice agencies and people needing advice.

**Our values**, which underpin all that we do, are

<b>We are fair</b>	<ul style="list-style-type: none"><li>• We support people and show empathy</li><li>• We are open, transparent and responsible</li><li>• We promote diversity and inclusion</li></ul>
<b>We are independent</b>	<ul style="list-style-type: none"><li>• We challenge where change is needed</li><li>• We stand up for what we believe in</li><li>• We celebrate the uniqueness of AdviceUK and our members.</li></ul>
<b>We are collaborative</b>	<ul style="list-style-type: none"><li>• We work together to achieve shared goals</li><li>• We build trusted relationships</li><li>• We listen with an open mind, adopt a flexible and pragmatic approach</li></ul>
<b>We are creative</b>	<ul style="list-style-type: none"><li>• We are bold and dynamic in our approach</li><li>• We reflect and learn from experience</li><li>• We develop solutions and support based on evidence</li></ul>

**Our impact**

We are a small charity that makes a big impact. In 2024 we have, among many things-

- Welcomed 41 new members who now benefit from the support and expertise of our network
- Retained 94% of our members, with those who left doing so because of closure or funding constraints
- Secured and directly delivered £2.3m of funding to advice services including some of our members.

Our members tell us our support has helped them to reach over 2.8m clients in 2024; providing free, independent advice and support with debt and social welfare issues; housing; immigration problems and much more. Most often their clients are dealing with complex issues and we encourage our members to take a “whole person approach”. In this way they can understand all a client’s challenges and can try to tackle the underlying causes of their client’s problems, so they are less likely to need support in the future.

This is just one example –

“At Disability Law Service (DLS) our aim is to support Deaf and Disabled people to exercise their rights and achieve justice”, explains Andrew MacKay, Chief Executive of DLS. “Every year, we provide a vital service to more than 5,000 Disabled people. Our work changes lives, securing over £3 million in financial gains for our clients, enabling them to access their entitlements and live more independently.

“My experience of hidden disability fuels my passion for the work of DLS. We are not only advocates for the Disabled community – we are part of it. At least 75 % of our Board of Trustees and more than half of our staff are Deaf or Disabled. Deaf and Disabled people face discrimination and inequality on an unparalleled scale. It is essential that organisations like DLS exist, as we are often the only avenue for many of our clients to access justice. Through our frontline services and our policy work we will continue to fight for justice and ensure that Deaf and Disabled people can live with dignity, independence and hope.

**REPORT OF THE TRUSTEES**  
For the year ended 31 March 2025

**Our achievements and activities**

Our new strategy sets out how we will deliver AdviceUK's vision and mission. Working with our members, staff and the Board, we have agreed the following key strategic objectives that will guide all of our work.

<b>Support our members and, through them, the communities they serve</b>	<p>We do this by</p> <ul style="list-style-type: none"> <li>• Listening to and involving members in how we shape the support we provide for their advice-giving needs</li> <li>• Providing benefits and services that strengthen and sustain community-based advice giving</li> </ul>
<b>Advocate for our members and through them, the communities they serve.</b>	<p>We do this by</p> <ul style="list-style-type: none"> <li>• Working with members and stakeholders; understanding what's important to them and, where needed, championing change</li> <li>• Representing and raising awareness of our members collectively: in ways that value their diversity and independence.</li> </ul>
<b>Connect our members with each other and key stakeholders.</b>	<p>We do this by</p> <ul style="list-style-type: none"> <li>• Nurturing collaboration, peer support and shared learning, building long-term partnerships.</li> <li>• Developing and sustaining diverse networks that benefit members and stakeholders.</li> </ul>
<b>Innovate: lead change that improves people's lives and strengthens community advice</b>	<p>We do this by</p> <ul style="list-style-type: none"> <li>• Developing and facilitating better ways of giving and resourcing advice that improve the lives of people with legal and social welfare problems.</li> <li>• Providing members with advice and insight into new ideas and emerging trends</li> </ul>

**Support - this year we have supported our members and, through them, the communities they serve in many ways.** On a day-to-day basis we have continued to advise new members on how best to set up their advice service and provided one to one advice for members on everything from insurance and regulatory requirements to funding opportunities; use of artificial intelligence and required policies and procedures.

**Insurance support**

No advice service sets out to make errors. But sometimes errors happen despite best intentions and that's why all our members must, among other things, hold Professional Indemnity Insurance. At AdviceUK, we understand insurance is often the last thing on the minds of managers of busy advice services. That's why if you hold an AdviceUK policy, we can help guide you through your insurance when it matters most. One member contacted us when a court deadline on a client's housing possession case was missed because their adviser was ill. The client had complained and so the service manager contacted AdviceUK insurance for information on what to do next. We assisted them in notifying the insurer of a potential claim and then supported them through the claims process. Luckily, on their return to work, the adviser was able to successfully reissue proceedings against the client's landlord which were ultimately successful, and the client remained in their home.

Towards the end of this year, we launched a new free benefit for all our members, our AdviceUK Wellbeing Service. We want to thank the members who kindly gave their time to test the service before we launched. The service is one part of our increased investment in member support, and we hope it helps address one major concern members frequently raise – the stress and challenge many frontline advisers experience when dealing with difficult and complex cases. Launched early in 2025, to date, 27 members have signed up to this free counselling and wellbeing service. It provides both face to face and telephone counselling to a member's staff and volunteers. We are expecting more members will take up this new valuable benefit in the coming months.

**REPORT OF THE TRUSTEES**  
**For the year ended 31 March 2025**

We have also run our popular member forums for England, Wales and Scotland covering a wide range of issues and providing an opportunity for members to connect with each other; share experiences and challenges. This year our forums have covered a wide range of issues and supported members to share experience and gain new insights and knowledge. Our forums have also given members opportunities to talk to key stakeholders including the Ministry of Justice and Money and Pension Service (MaPS).

As our first member survey demonstrated, our forums along with our regular member and funding newsletters, continue to be much relied upon. We were delighted our new survey received such a strong response. We will run it every year so we can build an even deeper understanding of members' needs and concerns and work to ensure we are focussing our efforts on where we can have the biggest impact for our members.

Last but by no means least, through our involvement in several different grant funding programmes, we have supported some of our members as well as other independent advice services to secure funding. We have also worked with other funders including City Bridge Foundation and MaPS to help shape their future strategy and funding approach; so they better support the needs of the independent advice sector. Our grant programmes have helped services shape systems change and provided much needed funding to reach more people in need, often in partnership with other services, innovating how they deliver that support. The Advice in Accessible Settings Fund, administered on behalf of the Scottish Government by AdviceUK, is one such programme and is now in the second of its three-year programme. The funding we could administer this year increased by £225,000 and in total funded services have now supported over 10,000 people; secured financial gains of over £22.3m and managed over £6.6m of debt. As we enter the final year of the programme (2025-26) there are now 106 services using this funding to support people in Scotland on a wide range of issues. Once such project is

**SAFE (Support, Advice, Finance and Education) team** - part of C'FINE (Community Food Initiatives North East); a charity based in North East Scotland. One family they supported had experienced sudden and significant upheaval when dad had to leave full time work to become a full-time carer for his adult sister with complex learning disabilities (when their mother passed away) AND become primary care giver to their newborn baby (as his partner was a higher earner). They sought advice on how to manage the financial changes to their circumstances from SAFE and, through this process, SAFE advisors discovered his sister had not been managing her finances or the household costs since the death of their mother; leading to her benefits being reduced and suspended. It also became evident his sisters' needs were more varied and complex than first realised. All this left dad feeling overwhelmed. The family's situation became even more complex when they also had to take in their baby nephew through kinship care. These rapid changes left dad feeling overwhelmed and struggling to manage his own health.

Two SAFE advisers worked with the family; one managing the family's referrals and one the sister's needs. Together they ensured the family accessed the benefits they were entitled to so, their family income and financial obligations were stabilised. They arranged adult support and protection via a social work referral to help coordinate the sister's care. As most of the sister's debt was with the local authority, with the family's consent, an adviser arranged a repayment plan and access to the rent assistance fund. They also addressed more immediate needs e.g. food, nappies, and winter clothing as well as toys for Christmas. They arranged for a family support volunteer to help dad with a range of family activities such as taking both babies to the park with his primary-age child. SAFE took time to understand all the family's needs and recognised that traditional office-based appointments with multiple services would be difficult to manage. Instead, advice and support were provided through home visits and in local to the family home community settings, ensuring dad could receive help in a way that was accessible and manageable.

The family's circumstances are much improved. They are currently applying for more appropriate housing and considering options for independent but supported living for dad's sister. More importantly, the father now feels confident accessing help and will call for help before issues become overwhelming in nature. SAFE's coordinated intervention not only improved the family's financial stability but also helped reduce stress and improve overall well-being, enabling the father to adapt to his new responsibilities with greater confidence and security.

**REPORT OF THE TRUSTEES**  
**For the year ended 31 March 2025**

---

**Advocate- this year we have advocated for our members and, through them, the communities they serve** by investing significantly in strengthening our policy and public affairs work; to ensure independent advice services get the support they need to continue their life-saving work.

By working with members, we raised the profile of the vital support advice services provide and the issues concerning them the most. The highlight was our first ever Advice Week held in October. We worked with members who gave their time to be on our Influencing Reference Group (IRG) to shape our plan for an Advice Week as well as how to ensure as many members as possible were involved in shaping the issues we would raise with decision-makers. We ran a survey exploring the challenges facing our members that over 230 responded to. This formed the basis of our Advice Saves report which was launched at the start of the week and gained both local and national media coverage. It revealed a sector at breaking point with 90% reporting a surge in demand, yet 6 out of 10 fearing they will be forced to cut or reduce services due to lack of funding. Many members and supporters took part in the Week. The Advice Saves Report was downloaded over 300 times; over 40 members and supporters downloaded our Toolkit outlining ways to take part in Advice Week.

We also used Advice Week to introduce AdviceUK and its members to the new intake of Westminster MPs, by holding a parliamentary reception at the House of Commons. More than 20 MPs from across the political spectrum attended the event engaging with advice centre leaders from across the country, including Bristol, Birmingham, Norfolk and Sussex. We were delighted to be joined by both new and long-standing MPs from all political parties. Many had previously worked in the advice sector or were already joined up with local organisations for support with their case work. We are pleased that so many were willing to advocate for services in their constituencies as well as backing our policy calls in parliament. One member who actively supported Advice Week was the Nishkam Civic Association.

The Nishkam Civic Association (NCA), based in Birmingham and fondly known as the Nishkam Centre, is a unique organisation charged with the task of developing a dynamic Sikh faith inspired civic agenda. A Sikh faith-based organisation dedicated to nishkam sewa (active, selfless volunteering) to serve the common good, NCA is part of the Nishkam Organisations. It played an active role in helping shape plans for Advice Week; provided client case studies to highlight the life changing work of advice services and its Director, Ajit Singh, spoke at the Parliamentary Reception.

At the time, the NCA was living the very funding crisis the Advice Saves report highlighted. It was facing closure in a matter of months due to cuts in local authority funding. As AdviceUK does for other members facing this difficult situation, the membership team talked through the details of their income streams and service delivery, assisting them to identify opportunities and risk. We encouraged them to attend our regular member forums and shared our most recent funding update, highlighting new funding streams that might be relevant to NCA. We also recognised their concerns about staff wellbeing and encouraged them to get their advisers to our wellbeing resources and newly launched AdviceWellbeing service—free to all members. Alongside this we also explored partnership opportunities by sharing our member directory and resources portal. We are delighted to say that NCA is still open today, thanks to the innovation and dedication of the staff and volunteers at the centre. Likely many members facing a funding shortfall, they have had to change and adapt their service to survive; it has been challenging to do so but they are still there, offering the vital support their community needs.

Since Advice Week, there has been an on-going programme of briefings with MPs either in Westminster or in their local constituency. Some have gone on to support our work, for example tabling or asking questions in the House of Commons. In Scotland, during February, we hosted a visit by Paul McLennan, Minister of Housing of Scotland. He met staff at Edinburgh-based The Action Group and Fair LTD. It was an opportunity to share the concerns of our Scottish members (through a Scotland focussed Advice Saves report) and to showcase the work of these two services working in partnership thanks to the Advice in Accessible Settings grant programme.



**REPORT OF THE TRUSTEES**  
**For the year ended 31 March 2025**

---

In December, the next phase of our Advice Saves campaign began, looking to grow awareness of the life-changing role of Deaf and Disabled people's organisations (DDPOs) for thousands of Deaf and Disabled people and their families across the UK. Our research revealed the stark realities facing DDPOs, as they grapple with surging demand and critical funding shortages. Almost all (93%) of the DDPOs who responded to our Advice Week survey said they were seeing a rise in demand; almost two-thirds (62%) reported they were unable to meet this demand.

Beyond our advocacy work with policy and decision makers, we also grew our capacity to build and maintain positive relationships with grant funders. Whilst our funding strategy and approach are at the early stages of development, we have maintained strong relationship with several funders (both statutory and grant funders). Our work with City Bridge Foundation and their Skilling Up for Justice programme entered its second year and we secured additional funding to continue supporting staff working in London-based services. These staff are supporting marginalised communities and the opportunity to gain vocational qualifications or access training in areas such as supervision and in-house training delivery are limited for them. Whilst the funding is for London-based services, AdviceUK will ensure the learning from this programme is shared across the sector. Alongside this work with the Advice Workforce Development Fund (a consortium led by London Legal Support Trust) continued. AdviceUK sits on the Fund's steering group and has also been instrumental in supporting the development of a series of recommendations on pay and conditions for London's advice sector, based on research that will be published in June 2025.

**Connect - this year we have connected our members with each other and, as already shared, with funders in so many ways.** Every day we encourage members to talk to each other about shared areas of interest (through our member forums as well as through direct one-to-one connections). Our training and qualifications are another important opportunity for members to share experiences and learn from each other. This year we have undertaken a review of our training and qualifications offer, gaining feedback from learners, trainers as well as other providers who we encourage members to use. This has culminated in the Board deciding it wants to refocus our offer and respond to the obstacles many advice services face when trying to access training and qualifications – namely too little money or time to invest. The coming year will see us plan how we embrace a blended approach to our learning and skills offer – offering bite sized e-learning alongside more traditional training courses and qualifications and making CPD a key member benefit.

We also support members to connect with regulators. One example is, as an approved Competent Authority, AdviceUK can approve applications from members who want to become an Approved Intermediary for Debt Relief Orders (DROs). We support a growing number of members who want staff or volunteers to hold this status. Much of our work involves connecting DRO authorised members with each other and with the system that approves and renews their status.

**DRO intermediaries** – one newly authorised DRO Intermediary, Emma Parker (who works for our member Money Advice Plus based in Hove, West Sussex) was having problems accessing her own DRO application. The membership team liaised with the DRO technical team; to ensure Emma got the support and guidance she needed whilst she got on with the important job of advising her clients. The issues became more complex with the DRO system first saying access was restored when it was not; then worsening the situation by preventing Emma from logging on at all. AdviceUK liaised with the technical team to escalate the issue and bring in a specialist technician. What should have been a simple issue to solve became a more complex problem that took time to resolve but Emma was able to rely on us to solve her issue whilst keeping her up to date on progress.

Finally, through our Measuring What Matters grant funded programme, we have supported members working with disadvantaged groups to come together to explore more meaningful ways of demonstrating the impact of theory work to funders. There was a strong focus on the need to focus on the overall outcome for clients rather than the outputs achieved such as financial gains. As the project enters its final stage, we will be working with the members involved to present their proposals to funders in the coming months.

**REPORT OF THE TRUSTEES**  
**For the year ended 31 March 2025**

---

**Innovate - this year we have led change that improves people's lives and strengthens community advice** by making significant investment in the development of artificial intelligence (AI) that can support advice services to reduce the administrative burden of case notetaking and so free up adviser time for their clients. Last year AdviceUK's Board decided to invest in the AI start-up Wyser Ventures Ltd. They were developing small language AI systems for the advice sector and the Board felt this would be a positive way to support our members to start to use AI, with tried and tested products developed specifically for advice services.

We have worked in partnership with Wyser Ventures Ltd and ACMS Ltd over the past few months to integrate Wyser's notetaker product - ASSIST – into AdvicePro. We will be offering it to our members and other customers as an upgrade at a reduced cost from summer 2025. We have trialled the integration with a small number of members who we supported to secure MaPs Debt Modernisation Funding to purchase ASSIST and embedded it into their service. The pilot has demonstrated the value of using AI e.g. a 60% reduction in administration for advisers and helped us identify and address several implementation issues. Like any technology change, the main challenge is supporting staff and volunteers to embrace that change and adapt their ways of working. We will be doing more to support members with this and connecting them with each other to share experiences and learning. One member involved in the pilot was Navigate, based in Somerset who provide welfare benefits advice and advocacy, particularly for disabled people and those facing poverty.

**Mel Allen, chief executive of Navigate, said** “we’ve been really pleased with the support and service from WyserASSIST throughout the AI integration process. The team have been consistently responsive, supportive and professional which has made collaboration easy and enjoyable. The bespoke case note summary feature has exceeded our expectations – it’s a powerful tool that’s made a real difference to our day-to-day triage work.

“The chance to go on this journey with other AdviceUK members has been great – sharing ideas and experiences has helped all of us achieve a better result for our clients. It is clear Wyser are genuinely committed to learning and development and we have really valued being part of the pilot.”

Finally, our long-running partnership with ACMS Ltd has ensured ongoing improvements to AdvicePro (based on member and other customer feedback). This year has seen the introduction of new enhancements such as auto-actions and a new Insights Dashboard which gives users visual access to their data trends and allows them to easily configure to meet their own needs. AdvicePro continues to evolve in response to how advice services want it to support them.

## REPORT OF THE TRUSTEES

### For the year ended 31 March 2025

#### Our future plans

Looking ahead to the next year of our strategy, we will be progressing our strategic objectives in the following ways:

<b>Support our members and, through them, the communities they serve</b>	We will be <ul style="list-style-type: none"> <li>• Encouraging more members to take up our wellbeing service benefit for our members who tell us their work can be difficult and stressful</li> <li>• Growing our membership, with an initial focus on reaching more advice services in the housing sector</li> </ul>
<b>Advocate for our members and through them, the communities they serve.</b>	We will be <ul style="list-style-type: none"> <li>• Influencing funders to secure more funds for members and other advice services</li> <li>• Progressing our AdviceSaves campaign, to raise awareness of our members' vital services and to campaign for more support, including Advice Week 2025.</li> <li>• Supporting several grant programmes, working with members, Scottish Government, London Funders and others</li> <li>• Launching our major campaign on the workforce challenges faced by the advice sector</li> </ul>
<b>Connect our members with each other and key stakeholders.</b>	We will be <ul style="list-style-type: none"> <li>• Deciding how to improve our learning and skills support to members and the wider advice sector</li> <li>• Growing the range of online forums and face-to-face events, we provide for members</li> </ul>
<b>Innovate: lead change that improves people's lives and strengthens community advice</b>	We will be <ul style="list-style-type: none"> <li>• Growing our understanding and use of Artificial Intelligence (AI) as a charity</li> <li>• Supporting more members with guidance, support on AI and encouraging them to explore the WyserASSIST service we offer for case notes.</li> <li>• Continuing to improve and develop the quality of the data we gather from members and potential members</li> <li>• Growing our use of personalisation within our communications with members and stakeholders</li> </ul>

We will do this whilst also continuing to ensure we are an effective and efficient organisation. In particular, we will be introducing several new people policies and processes that will support all staff to understand their contribution to our new strategy. With a final round of investment in capacity, we will be recruiting new membership and marketing roles in support of our new member recruitment plans as well as Technology and Systems roles. We will also be moving to SharePoint (to better support internal information sharing and collaboration) and undertaking a compliance review to reflect on where we best focus our time and resources efficiently. Finally, we are developing a range of new performance indicators to help us track our impact in several areas; as we increase our efforts to grow new members; influence decision-makers and improve take-up of our key benefits and services.

**STRUCTURE, GOVERNANCE and MANAGEMENT**  
**For the year ended 31 March 2025**

---

Advice UK is a company limited by guarantee and a registered charity. It operates under governing documents last revised in May 2017. We operate as a co-ordination and support network for organisations providing independent social welfare advice and membership is open to any organisation that satisfies the membership criteria decided by the Trustees. We have three types of member – subscriber members who receive information about our work and primarily access our insurance provision and network and associate members who are the principal beneficiaries and users of the Charity. Network and Associate Membership is separate from membership of the Charity itself. The members of the Charity are the Trustees who are also directors of the company.

**Connected companies**

AdviceUK also has a few subsidiaries and associated companies. **“VCS Insurance Company Limited”** based in Guernsey, is a private company limited by shares formed in 2006 as a specialist insurer for organisations working in and with the voluntary and community sector. Advice UK owns 100% of the shares. Since 2006 Advice UK has been sourcing some of the insurances it arranges for advice agencies from VCS Insurance Company Ltd. **“Advanced Case Management Solutions Ltd”**, based in Glasgow, is a private company limited by shares formed in 2011 to continue provision of the AdvicePro case management software service to Network Members and other advice organisations. Advice UK owns 50% of the shares. In 2024 AdviceUK became a 20% shareholder in **“Wyser Ventures Ltd”**, an artificial intelligence (AI), data science and digital transformation company that provides AI consultancy and products that support advice services to harness the benefits of AI. As part of this investment, AdviceUK has secured a 30% discount on the cost of WyserAssist (an AI notetaker product) for both its members and AdvicePro customers, through an integration of this product with AdvicePro.

**Public Benefit**

The Trustees have regard to the Charity Commission’s public benefit guidance in all their decision-making. This Annual Report contains details of how they have carried out the Charity’s purposes for the public benefit. Advice UK’s charitable activities are focused on enabling people, regardless of means, to access the advice they need in order to exercise their rights and deal with any legal and social welfare problems they may face. Though this is done primarily through support to advice-providing organisations, it is the general public who are our ultimate beneficiaries.

The Charity’s Objects, as defined in its Articles, are to: “promote...charitable purposes for the benefit of the public.....in particular by providing co-ordination and support to independent advice services and by assisting them to make better use of the resources available to them”.

**Strategy & Plans**

The Trustees review AdviceUK’s vision and mission periodically (every 3-4 years) in the context of updating their strategy and plans. This year they undertook a full review as part of setting a new three-year rolling strategy to 2027. Each year the management team review the three-year strategy, consider its impact, any changes that may require change and then make recommendations to the Board at its annual Strategy Meeting. After this the management team develop an annual plan and budget setting out how the strategy will be delivered in the coming financial year for the Board to approve.

The affairs of the Charity are governed by a Board of Trustees who are the members and Directors of the Company for the purposes of the Companies Act 2006 and the Trustees of the Charity for the purposes of charity legislation. They are all volunteers and include both independent and Network Member, ensuring a balance of skills and perspectives. All new Trustees attend a programme of induction before joining the Board. Trustees normally serve for terms of three years and may serve more than one term but usually not more than three. The Board usually meets 6 times per year; quarterly to monitor financial and operational activity and 2 or 3 other occasions during the year to develop and approve plans, review policies and services. A Resources Committee, comprising the Chair and two Vice-Chairs usually meets once or twice annually to review staff terms and conditions and to make recommendations to the Board.

**STRUCTURE, GOVERNANCE and MANAGEMENT**  
**For the year ended 31 March 2025**

---

**Key management and personnel**

The Chief Executive is responsible for the Charity's operations through a scheme of delegated authority from the Board. The scheme is reviewed annually. The Chief Executive may delegate areas of operation to senior managers and, through them, to the wider staff group.

A Senior Leadership Team appointed by the Chief Executive works together to support staff to deliver the Board's approved strategy and annual plan. As at the 31 March 2025 there were 23 staff, (19.7 full-time equivalents) and 1 secondee.

**Remuneration policy**

Remuneration of all employees, including senior managers, is reviewed annually by the Board's Resources Committee which makes recommendations to the Board. Non-salary terms and conditions are standard for all employees. Salary levels are reviewed with regard to market rates, inflation and affordability.

**Volunteers**

AdviceUK primarily receives volunteer support from its Board of Trustees. A number of members will be involved in aspects of our work, sharing their insight into the development of our work.

**Risks and Financial Control**

The Trustees have a risk management strategy involving an annual review of the major risks to which the charity is exposed and the approval of systems and actions for managing and mitigating them. A risk register is produced, updated at least annually and reviewed at Board meetings. In 2025, the Board reviewed its risk register and identified no high-level risks affecting the charity and agreed that mitigations were adequate to maintain risks at a medium or low grade. The Board sets annual budgets and requires reporting against them on a monthly basis. It monitors all aspects of financial performance and financial management through its meetings. It reviews internal financial management and reporting arrangements at least annually. In terms of day-to-day financial control a comprehensive and robust set of financial procedures are in place with management accounts reviewed monthly through budget variance meetings with the senior leadership team who are all budget holders.

## FINANCIAL REVIEW

For the year ended 31 March 2025

---

### The Group

Total Group income during the year was £5,387,334, an increase of £706,201 compared with £4,681,133 in the previous year. Total expenditure during the year was £5,463,403 an increase of £1,113,020 compared with £4,350,383 in the previous year. Overall, the Group had a deficit of £76,069 for the year (2024: surplus of £475,091). At 31 March 2025 the Group had unrestricted funds of £2,542,063, (2024: £2,575,729) and restricted funds of £251,056 (2024: £293,459). The Trustees plan to apply most of any annual surpluses to investment in staffing, equipment and product development in order to improve services to members.

### The Charity

Total income for the Charity during the year to 31 March 2025 was £5,031,920 an increase of £669,842, compared with £4,362,078 in the previous year. Expenditure on governing the Charity was £90,747 (2024: £81,652) but remains below 1.8% of total expenditure. The Charity's total unrestricted income during the year was £3,306,125 (2024: £3,054,967). Associated expenditure increased to £3,406,095 (2024: £2,787,457) as the Board used its reserves to invest in its new strategy and in Wyser Ventures Ltd. Total restricted income during the year was £1,746,910 (2024: £1,303,111) – most of which was for distribution to members. Associated expenditure was £1,789,313 (2024: £1,185,823) funded by income during the year.

### Fundraising

Fundraising activity was restricted to project bids developed by employees. The Charity does not use the services of professional fundraisers; neither does it have fundraisers on staff.

### Trading

AdviceUK raises most of its income from trading activity alongside significant grants being received. All of the trading activity is regarded as primary purpose trading i.e. provision of support services and products (e.g. training, software and insurances) to the intended beneficiaries of the Charity in accordance with the objects of the Charity set out in the Articles. The grants are used to contribute to the charitable activities dependent on terms of the grants

### Reserves Policy

The Board has classified tangible assets and investments within its designated funds in order to show more clearly the amount of assets remaining as uncommitted and therefore available as free reserves. In accordance with this policy the Charity's free reserve at the close of the year, stood at £233,289 (2024: £573,199). The Board considers the amounts in reserve adequate to cover the levels of business risk inherent in its policies aimed at achieving further growth in its income to enable investment in more capacity to effectively pursue its objects.

### Investments Policy

A portion of the charity's reserve has been placed on deposit with the CCLA (Churches, Charities & Local Authorities) fund managers in order to achieve a level of return. Having now substantially increased the funds on deposit with CCLA, the Board has no current plans for further investment. The Board now intends to place amounts not needed for immediate spending on short-term deposit with its principal and/or other bankers in order to achieve at least some level of return.

### Trustees' Liability

In the event of the Charity being wound up the trustees are required to contribute an amount not exceeding £10. Trustees' indemnity insurance in place during the year provides cover up to £1,000,000 on any one claim.

### Appointment of Auditors

Auditors for 2025-26 will be appointed in accordance with section 495 of the Companies Act 2006 at a Board meeting to be held in October 2025.

**TRUSTEES' RESPONSIBILITIES STATEMENT**  
**For the year ended 31 March 2025**

---

The Trustees (who are also Directors of AdviceUK for purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently.
- observe the methods and principles in the Charities SORP.
- make judgements and accounting estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

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

Statement as to disclosure of information to auditors

In so far as the Trustees are aware:

- there is no relevant audit information of which the Charity's auditor is unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

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

**Small Companies Regime**

This report has been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

This report was approved by the Board on 25<sup>th</sup> September 2025 and signed on its behalf by:



**Baljit Badesha**  
Chair

## **Opinion**

We have audited the financial statements of Advice UK (the 'Charity') and its subsidiaries (together the 'Group') for the year ended 31 March 2025 which comprises of the Consolidated Statement of Financial Activities (including an Income & Expenditure Account), the Consolidated Balance Sheet, the Charity Balance Sheet, the Consolidated Statement of Cash Flows and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the Group's and the Charity's affairs as at 31 March 2025 and of the Group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011.

## **Basis for opinion**

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

## **Conclusions relating to going concern**

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

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

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

## **Other information**

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



**INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES AND MEMBERS OF ADVICE UK**

---

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

We have nothing to report in this regard.

**Opinions on other matters prescribed by the Companies Act 2006**

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

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

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

In the light of the knowledge and understanding of the Group and the Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

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

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

**Responsibilities of Trustees**

As explained more fully in the Trustees' Responsibilities Statement, the Trustees (who are also the Directors of the Charity for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

### **Auditor's responsibilities for the audit of the financial statements**

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

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

We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our general commercial experience and through discussions and enquiries of the Trustees and management. During the engagement team briefing, the outcomes of these discussions were shared with the team, as well as consideration as to where and how fraud may occur in the Group.

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

- Those laws and regulations considered to have a direct effect on the financial statements including UK financial reporting standards, taxation regulations and the Charities Act 2011;
- The Group is subject to many other laws and regulations where the consequences of non-compliance could have a material effect on amounts or disclosures in the financial statements, for instance through the imposition of fines or litigation. We identified the following areas as those most likely to have such an effect: health and safety, safeguarding, human rights and employment law and GDPR compliance.

Audit procedures undertaken in response to the potential risks relating to irregularities (which include fraud and non-compliance with laws and regulations) comprised of: enquiries of management and those charged with governance as to whether the Group complies with such regulations; enquiries of management and those charged with governance concerning any actual or potential litigation or claims, inspection of relevant legal documentation, review of Board minutes, testing the appropriateness of entries in the nominal ledger, including journal entries and the performance of analytical procedures to identify any unexpected movements in account balances which may be indicative of fraud.

The likelihood of detecting irregularities, including fraud, is limited by the inherent difficulty in detecting irregularities, the effectiveness of the Group's controls, and the nature, timing and extent of the audit procedures performed. Irregularities that result from fraud might be inherently more difficult to detect than irregularities that result from error. As explained above, there is an unavoidable risk that material misstatements may not be detected, even though the audit has been planned and performed in accordance with ISAS (UK).

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our Auditor's Report.

**Use of our report**

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

A handwritten signature in black ink, appearing to read 'JPerry', with a horizontal line underneath.

**John Perry, Senior Statutory Auditor**

For and on behalf of  
**Sumer Audit Co, Statutory Auditor**

Fitzroy House  
Crown Street  
Ipswich  
Suffolk  
IP1 3LG

Date: 29 September 2025

ADVICE UK

**CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES  
(INCLUDING AN INCOME & EXPENDITURE ACCOUNT)**

For the year ended 31 March 2025

	Notes	Unrestricted Funds 2025	Restricted Funds 2025	Total Funds 2025	Total Funds 2024
		£	£	£	£
<b>INCOME FROM</b>					
Donations	3	450,194	-	450,194	414,206
Charitable activities	4	3,161,758	1,746,910	4,908,668	4,242,002
Investments	5	13,414	-	13,414	9,494
Share of profits of associate	13	15,058	-	15,058	15,431
		<u>3,640,424</u>	<u>1,746,910</u>	<u>5,387,334</u>	<u>4,681,133</u>
<b>Total Income</b>					
<b>EXPENDITURE ON:</b>					
Raising funds	6	6,039	-	6,039	10,126
Charitable activities	7	3,668,051	1,789,313	5,457,364	4,340,257
Share of losses of associate		-	-	-	-
		<u>3,674,090</u>	<u>1,789,313</u>	<u>5,463,403</u>	<u>4,350,383</u>
<b>Total Expenditure</b>					
<b>Net (losses)/ gains on investments</b>	13	-	-	-	144,341
<b>Net (expenditure)/income</b>		<u>(33,666)</u>	<u>(42,403)</u>	<u>(76,069)</u>	<u>475,091</u>
<b>Transfer between funds</b>	19	-	-	-	-
<b>Net movement in funds</b>	19	<u>(33,666)</u>	<u>(42,403)</u>	<u>(76,069)</u>	<u>475,091</u>
<b>RECONCILIATION OF FUNDS</b>					
<b>Fund balances brought forward</b>		<u>2,575,729</u>	<u>293,459</u>	<u>2,869,188</u>	<u>2,394,097</u>
<b>Fund balances carried forward</b>		<u>2,542,063</u>	<u>251,056</u>	<u>2,793,119</u>	<u>2,869,188</u>

The Consolidated Statement of Financial Activities includes all gains and losses recognised in both the current and prior years. All income and expenditure derive from continuing activities.

The notes on pages 23 to 43 form part of these financial statements.

**CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES  
(INCLUDING AN INCOME & EXPENDITURE ACCOUNT)**
**For the year ended 31 March 2024**

	Notes	Unrestricted Funds 2024	Restricted Funds 2024	Total Funds 2024
		£	£	£
<b>INCOME FROM</b>				
Donations	3	414,206	-	414,206
Charitable activities	4	2,938,891	1,303,111	4,242,002
Investments	5	9,494	-	9,494
Share of profits of associate		15,431	-	15,431
		<u>3,378,022</u>	<u>1,303,111</u>	<u>4,681,133</u>
<b>Total Income</b>				
<b>EXPENDITURE ON:</b>				
Raising funds	6	10,126	-	10,126
Charitable activities	7	3,154,434	1,185,823	4,340,257
		<u>3,164,560</u>	<u>1,185,823</u>	<u>4,350,383</u>
<b>Total Expenditure</b>				
<b>Net gains / (loss) on investments</b>	13	144,341	-	144,341
<b>Net (expenditure)/ income</b>		<u>357,803</u>	<u>117,288</u>	<u>475,091</u>
<b>Transfer between funds</b>	19	(3,653)	3,653	-
		<u>354,150</u>	<u>120,941</u>	<u>475,091</u>
<b>Net movement in funds</b>	19			
<b>RECONCILIATION OF FUNDS</b>				
<b>Fund balances brought forward</b>		<u>2,221,579</u>	<u>172,518</u>	<u>2,394,097</u>
<b>Fund balances carried forward</b>		<u>2,575,729</u>	<u>293,459</u>	<u>2,869,188</u>

The Consolidated Statement of Financial Activities includes all gains and losses recognised in both the current and prior years. All income and expenditure derive from continuing activities.

The notes on pages 23 to 43 form part of these financial statements.

## CONSOLIDATED AND CHARITY BALANCE SHEET

As at 31 March 2025

	Notes	Group 2025	Group 2024	Charity 2025	Charity 2024
		£	£	£	£
<b>Fixed assets</b>					
Intangible assets	11	19,630	21,101	19,630	21,101
Tangible assets	12	-	8,587	-	8,587
Investments	13	2,047,465	1,782,369	1,547,913	1,297,914
<b>Total fixed assets</b>		<u>2,067,095</u>	<u>1,812,057</u>	<u>1,567,543</u>	<u>1,327,602</u>
<b>Current assets</b>					
Debtors	14	1,819,077	1,439,140	2,027,591	1,640,455
Cash at bank and in hand	22	1,821,729	1,860,004	1,194,139	1,304,527
<b>Total current assets</b>		<u>3,640,806</u>	<u>3,299,144</u>	<u>3,221,730</u>	<u>2,944,982</u>
Creditors: amounts falling due within one year	15	<u>(2,844,975)</u>	<u>(2,094,388)</u>	<u>(2,737,385)</u>	<u>(2,078,324)</u>
<b>Net current assets</b>		<u>795,831</u>	<u>1,204,756</u>	<u>484,345</u>	<u>866,658</u>
<b>Total assets less current liabilities</b>		<u>2,882,926</u>	<u>3,016,813</u>	<u>2,527,720</u>	<u>2,194,260</u>
Provisions for liabilities	17	<u>(69,807)</u>	<u>(147,625)</u>	-	-
<b>Total net assets</b>		<u>2,793,119</u>	<u>2,869,188</u>	<u>2,051,888</u>	<u>2,194,260</u>
<b>Funds</b>					
<b>Restricted funds</b>	19	251,056	293,459	251,056	293,459
<b>Unrestricted funds (2024 restated)</b>					
Designated funds	19	1,003,689	725,210	480,736	240,793
General funds	19	1,538,374	1,850,519	1,320,096	1,660,008
Total unrestricted funds	19	<u>2,542,063</u>	<u>2,575,729</u>	<u>1,800,832</u>	<u>1,900,801</u>
<b>Total Charity funds</b>	<b>19,20</b>	<u>2,793,119</u>	<u>2,869,188</u>	<u>2,051,888</u>	<u>2,194,260</u>

**Unrestricted Funds restated 2024 balance:**

When preparing the 2025 accounts the trustees noted that the balance sheet allocation of funds between unrestricted designated funds and unrestricted general funds differed to the position noted in note 19 of the financial statements.

Therefore, the comparative information has been restated to reflect the correct position as disclosed in the notes to the 2024 accounts.

The presentational adjustment has increased unrestricted designated funds by £86,828 and reduced unrestricted general funds by £86,828 with no impact on restricted funds.

**CONSOLIDATED AND CHARITY BALANCE SHEET (CONTINUED)****As at 31 March 2025**

---

These financial statements have been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

The deficit of the Charity for the year ended 31 March 2025 was £142,372 (2024: Surplus - £533,140).

Approved and authorised for issue by the Board of Trustees on 25<sup>th</sup> September 2025 and signed on its behalf.



B Badesha – Director

The notes on pages 23 to 43 form part of these financial statements.

## CONSOLIDATED STATEMENT OF CASHFLOWS

For the year ended 31 March 2025

	Notes	2025 £	2024 £
<b>Cash flows from operating activities:</b>			
<b>Net cash provided by operating activities</b>	21	232,669	213,415
<b>Cash flows from investing activities:</b>			
Interest received		13,414	9,494
Purchase of investments		(250,000)	(800,000)
Purchase of computer software		(34,358)	(7,666)
<b>Change in cash and cash equivalents in the year</b>		(38,275)	(584,758)
<b>Cash and cash equivalents at the beginning of the year</b>		1,860,004	2,444,762
<b>Cash and cash equivalents at the end of the year</b>	22	1,821,729	1,860,004

The notes on pages 23 to 43 form part of these financial statements.



**NOTES TO THE FINANCIAL STATEMENTS**  
**For the year ended 31 March 2025**

---

**1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

**1.1 General information**

Advice UK (the “Charity”) is a public benefit entity and a private company limited by guarantee, company number 02023982 registered in England and Wales. Advice UK is also a Charity registered with the Charity Commission (charity registration number 299342). The registered office and its principal place of business is Suite 610, 150 Minories, London EC3N 1LS.

Advice UK operates as a co-ordination and support network for organisations that provide independent social welfare advice to the public.

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

**1.2 Basis of preparation**

The financial statements have been prepared under the historical cost convention unless otherwise stated in the relevant accounting policy notes and in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), Financial Reporting Standard 103 – ‘Insurance Contracts’ (‘FRS 103’) and the Companies Act 2006.

The principal accounting policies that have been applied to all periods presented in these financial statements are set out below.

The preparation of financial statements requires the use of certain critical accounting estimates. It also requires Trustees to exercise their judgement in the process of applying the accounting policies. Use of available information and application of judgement are inherent in the formation of estimates. Actual outcomes in the future could differ from such estimates. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements are disclosed in Note 2.

**1.3 Going concern**

The financial statements have been prepared a going concern basis.

The Trustees confirm that at the time of approving the financial statements, there are no material uncertainties regarding the Group’s and the Charity’s ability to continue in operational existence for the foreseeable future.

In arriving at this conclusion, the Trustees have taken account of current and anticipated financial performance in the current economic conditions, its Corporate Plan, and its reserves position. Based upon their assessment the Trustees consider that the Charity will be able to continue to meet its liabilities as they fall due and continue to trade for the foreseeable future, being at least 12 months from the date of approval of these financial statements. Accordingly, the financial statements have been prepared on the going concern basis.

**NOTES TO THE FINANCIAL STATEMENTS**  
**For the year ended 31 March 2025**

---

**1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)**

**1.4 Consolidation**

The consolidated financial statements incorporate the financial statements of Advice UK and its wholly owned subsidiary, VCS Insurance Company Limited on a line-by-line basis using the Group's accounting policies. The subsidiary companies have the same reporting date as Advice UK of 31 March.

Investments in associates have been accounted for under the equity method and included within investments. The associates within the consolidation are Advanced Case Management Solutions and Wyser Ventures Ltd.

The Group has taken advantage of the exemptions allowed under section 408 of the Companies Act 2006 and has not presented its own statement of financial activities in these financial statements.

**1.5 Income**

Income is recognised when the Group has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably.

- Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the Group has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received, and the amount can be measured reliably and is not deferred.
- Training and membership subscription income is deferred when received in advance of the training taking place or the subscription being used. Training income is recognised when the training occurs. Membership subscription income is recognised over the period of the agreement.
- Insurance income is recognised at the time that the policy is commenced or renewed by the insured at the amount received from the insured (the premium plus Insurance Premium Tax).
- Voluntary income is recognised where there is entitlement, probability of receipt and the amount can be measured with sufficient reliability.
- Investment income and other incoming resources are recognised on a receivable basis.

**1.6 Deferred income**

Deferred income comprises fees, subscriptions and premiums received in advance. Grants received in advance for expenditure that will take place in future accounting periods are recognised as deferred income.

**NOTES TO THE FINANCIAL STATEMENTS**  
**For the year ended 31 March 2025**

---

**1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)**

**1.7 Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required, and the amount of the obligation can be measured reliably. Contractual arrangements and performance related grants are recognised as goods or services are supplied. Other grant payments are recognised when a constructive obligation arises that results in the payment being unavoidable. Grants received on behalf of delivery partners are accrued to equate to the percentage of grant income to be distributed.

- Costs of raising funds are those costs incurred in attracting voluntary income, and those incurred in trading activities that raise funds.
- Charitable activities include both the direct and support costs relating to these activities.
- Governance costs include the cost of the preparation and audit of the statutory accounts, the costs of Trustees' meetings and the cost of any legal advice to Trustees on governance or constitutional matters.
- Support costs include central functions and have been allocated to activity cost categories on the basis of staff involved in the activity.
- Where any Value Added Input Tax is irrecoverable based on partial exemption calculations, the amount irrecoverable is charged to support costs.

**1.8 Claims and technical reserves**

Provisions are made at the year end for the estimated cost of claims incurred but not settled at the balance sheet date. The estimated cost of claims includes expenses to be incurred in settling claims. The subsidiary company takes all reasonable steps to ensure that it has appropriate information regarding its claims exposure. However, given the uncertainty in establishing claims provisions, it is likely that the final outcome may prove to be different from the original estimated liability.

The claims arising are on policies which are written on a claims made basis, i.e. within the defined period covered by the policy. Each time a claim is notified, a reserve is established. However, outstanding claims reserves may increase from the time a claim is made as decisions are made regarding legal proceedings until the date the claim is settled. This provision is the Directors' estimate of the additional costs that may be incurred in order to settle all outstanding claims at the balance sheet date.

The methods used, and estimates made, by the Directors to assess the subsidiary company's claims provisions are continually reviewed and any resulting adjustments are reported in the underwriting account in the financial year in which they are made. In addition, the subsidiary company has a stop-loss policy to meet total claims in each policy year in excess of £125,000.

The basis of estimation for the claims incurred but not enough reported ('IBNER') is calculated based on net earned premium less claims paid, less specific reserves by an agreed stepped reducing percentage for each year, 15% in year one, 10% in year two, 5% in year three and 0% in year four. The Directors believe four years to be sufficient as almost all claims are finalised over this term. If there is negative IBNER this would not be allowable and would be maintained at £Nil.

**NOTES TO THE FINANCIAL STATEMENTS**  
**For the year ended 31 March 2025**

---

**ACCOUNTING POLICIES (CONTINUED)**

**1.9 Investments in subsidiaries**

Investments in subsidiaries are held at cost less provision for impairment.

**1.10 Investments in associated entities**

Investments in associates are initially recorded at cost and the carrying amount is increased or decreased to recognise the Charity's share of the profits or losses, other comprehensive income and equity of the associate after acquisition.

**1.11 Investments in securities**

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the Balance Sheet date using the closing quoted market price.

All gains and losses are taken to the Consolidated Statement of Financial Activities as they arise.

Realised gains and losses on investments are calculated as the difference between sales proceeds and their market value at the start of the year or their subsequent cost, and are charged or credited to the Statement of Financial Activities in the year of disposal.

Unrealised gains and losses represent the movement in market values during the year and are credited or charged to the Consolidated Statement of Financial Activities based on the market value at the year end.

**1.12 Intangible Fixed Assets**

Intangible assets costing £1,000 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably. Intangible assets are initially recognised at cost and are subsequently measured at cost net of amortisation and any provision for impairment. Amortisation is provided on intangible fixed assets at rates calculated to write off the cost of each asset on a straight-line basis over its expected useful life which is deemed to be 5 years.

**1.13 Tangible Assets**

Tangible fixed assets are stated at cost less depreciation. Fixed assets costing more than £100 are capitalised. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Leasehold buildings improvements	Over the lease term on a straight line basis
Computer equipment	33% to 100% Straight line basis
Furniture & equipment	20% Straight line basis

**1.14 Cash and cash equivalents**

Cash at bank and in hand includes deposits which can be withdrawn within 24 hours without penalty and short term deposits which have a maturity period of 3 months or less and are not subject to significant risk of changes in value.

**NOTES TO THE FINANCIAL STATEMENTS**  
**For the year ended 31 March 2025**

---

**ACCOUNTING POLICIES (CONTINUED)**

**1.15 Operating leases**

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the Statement of Financial Activities as incurred.

**1.16 Financial instruments**

The only financial instruments held by AdviceUK are debtors, creditors, loans and investments. Investments are referred to in Note 1.9, 1.10 and 1.11 above and, the remaining are categorised as 'basic' in accordance with Section 11 of FRS 102 and are initially recognised at transaction price. These are subsequently measured at transaction price less any impairment.

**1.17 Pensions**

The Group has arranged a defined contribution pension scheme for those employees who wish to join it. The assets of this scheme are held separately from those of the Group, being invested with insurance companies. Pension costs charged in the Statement of Financial Activities represent the contributions payable during the year.

**1.18 Fund accounting**

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes.

The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

**NOTES TO THE FINANCIAL STATEMENTS**  
**For the year ended 31 March 2025**

---

**2. SIGNIFICANT JUDGEMENTS AND ESTIMATES**

**Critical judgements in applying the Group's policies:**

In preparing these financial statements, the Trustees have made the following judgement and estimates:

**Insurance Technical provisions**

Provision is made for the estimated cost of settling all known claims at the subsidiary balance sheet date. Judgement is applied as outlined in the accounting policy, in determining the appropriate level of provision because the actual outcome of the claim can be uncertain until the case is determined and an agreement to settle has been made.

Estimates are made for both the expected ultimate cost of claims reported and claims incurred but not reported (IBNR) at the statement of financial position date. The estimate of IBNR is generally subject to a greater degree of uncertainty than that for reported claims. In calculating the estimated liability, the subsidiary company uses estimation techniques based upon statistical analyses of historical experience which assumes past trends can be used to project future developments. Subsequent information and events may result in the ultimate liability being greater or less than the amount provided. The carrying amount for insurance contract liabilities in the Balance Sheet is £69,807 (2024: £147,625).

**NOTES TO THE FINANCIAL STATEMENTS**  
**For the year ended 31 March 2025**

**3. INCOME FROM DONATIONS AND LEGACIES**

	<b>Unrestricted Funds 2025 £</b>	<b>Restricted Funds 2025 £</b>	<b>Total Funds 2025 £</b>	<b>Total Funds 2024 £</b>
Donations	450,194		450,194	414,206

**4. INCOME FROM CHARITABLE ACTIVITIES**

	<b>Unrestricted Funds 2025 £</b>	<b>Restricted Funds 2025 £</b>	<b>Total Funds 2025 £</b>	<b>Total Funds 2024 £</b>
Member services	3,157,346	-	3,157,346	2,927,616
Policies and campaigns	3,265	-	3,265	9,450
Projects on behalf of members grant income	-	1,746,910	1,746,910	1,303,111
Other income	1,147	-	1,147	1,825
	<u>3,161,758</u>	<u>1,746,910</u>	<u>4,908,668</u>	<u>4,242,002</u>

**5. INVESTMENT INCOME**

	<b>Unrestricted Funds 2025 £</b>	<b>Restricted Funds 2025 £</b>	<b>Total Funds 2025 £</b>	<b>Total Funds 2024 £</b>
Bank interest receivable	13,414	-	13,414	9,494

**6. EXPENDITURE ON RAISING FUNDS**

	<b>Unrestricted Funds 2025 £</b>	<b>Restricted Funds 2025 £</b>	<b>Total Funds 2025 £</b>	<b>Total Funds 2024 £</b>
Staff costs	5,941	-	5,941	9,893
Other costs	98	-	98	233
	<u>6,039</u>	<u>-</u>	<u>6,039</u>	<u>10,126</u>

**NOTES TO THE FINANCIAL STATEMENTS**  
**For the year ended 31 March 2025**

**7. EXPENDITURE ON CHARITABLE ACTIVITIES**

Year ended 31 March 2025	<b>Project and activity staff costs</b> £	<b>Project and activity other costs</b> £	<b>Support costs</b> £	<b>Total Funds 2025</b> £
Members services	381,428	2,253,441	278,358	2,913,227
Policy and campaigns	244,400	96,464	92,561	433,425
Projects on behalf of members	119,372	1,591,153	78,788	1,789,313
Development	172,256	20,757	128,386	321,399
	<u>917,456</u>	<u>3,961,815</u>	<u>578,093</u>	<u>5,457,364</u>
<b>Restricted fund expenditure</b>				
Project on behalf of members	<u>119,372</u>	<u>1,591,153</u>	<u>78,788</u>	<u>1,789,313</u>
 Year ended 31 March 2024				
	<b>Project and activity staff costs</b> £	<b>Project and activity other costs</b> £	<b>Support costs</b> £	<b>Total Funds 2024</b> £
Members services	263,333	2,199,008	209,054	2,671,395
Policy and campaigns	185,515	4,419	106,106	296,040
Projects on behalf of members	74,844	1,067,024	43,955	1,185,823
Development	102,824	8,025	76,150	186,99
	<u>626,516</u>	<u>3,278,476</u>	<u>435,265</u>	<u>4,340,257</u>
<b>Restricted fund expenditure</b>				
Project on behalf of members	<u>74,844</u>	<u>1,067,024</u>	<u>43,955</u>	<u>1,185,823</u>



**NOTES TO THE FINANCIAL STATEMENTS**  
**For the year ended 31 March 2025**

**7. EXPENDITURE ON CHARITABLE ACTIVITIES (CONTINUED)**

**SUPPORT COSTS**

Year ended 31 March 2025	Staff costs	Premises	Governance costs	Other	Total Funds 2025
	£	£	£	£	£
Members services	104,102	12,921	90,747	70,588	278,358
Policy and campaigns	47,013	5,835	-	75,537	92,561
Projects on behalf of members	66,704	8,279	-	17,578	78,788
Development	32,580	4,044	-	42,164	128,386
	<u>250,399</u>	<u>31,079</u>	<u>90,747</u>	<u>205,867</u>	<u>578,093</u>
Year ended 31 March 2024	Staff costs	Premises	Governance costs	Other	Total Funds 2024
	£	£	£	£	£
Members services	85,068	12,893	81,652	29,441	209,054
Policy and campaigns	59,929	9,083	-	37,094	106,106
Projects on behalf of members	24,179	3,664	-	16,113	43,955
Development	33,216	5,034	-	37,900	76,150
	<u>202,391</u>	<u>30,674</u>	<u>81,652</u>	<u>120,548</u>	<u>435,265</u>

**8. NET INCOME FOR THE YEAR**

This is stated after charging:	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Depreciation of tangible fixed assets:		
- owned by the Charity	4,969	4,201
Loss on disposal of tangible fixed assets	9,845	1,000
Auditor's remuneration		
- Audit fees	16,150	14,000
- Accountancy fees	1,450	1,250
- Tax Services	550	500
- Subsidiary auditor's fees	9,957	7,544
Operating leases:	<u>41,185</u>	<u>29,125</u>

## NOTES TO THE FINANCIAL STATEMENTS

### For the year ended 31 March 2025

#### 9. TAXATION

The Company is a Charity and is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the Charity.

#### 10. STAFF COSTS

Staff costs were as follows:

	<b>Group and Charity</b>	
	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Wages and salaries	881,666	651,047
Social security costs	90,560	66,625
Employer's contribution to defined contribution pension scheme	46,669	37,284
Other employee benefits	102,161	83,844
	<u>1,121,056</u>	<u>838,800</u>

Included in other employment benefits above is an amount of circa £90,000 which was paid to support the costs of an organisation change programme implemented by the Board to support its new strategy.

The number of employees whose emoluments exceeded £60,000 during the year (including taxable benefits but excluding employers' pension contributions) were:

	<b>2025</b>	<b>2024</b>
£60,001 - £70,000	1	-
£70,001 - £80,000	-	1
£90,001 - £100,000	-	1
£100,001 - £110,000	1	-
£110,001 - £120,000	<u>1</u>	<u>-</u>

Pension costs paid for employees earning above £60,000 amounted to £10,454 (2024: £9,996). These employees participated in the defined contribution pension scheme.

The average number of employees, during the year was as follows:

	<b>Group &amp; Charity</b>	
	<b>2025</b>	<b>2024</b>
Projects and activities	18	14
Administration	<u>5</u>	<u>2</u>

All employees are employed by the Charity.

#### Key management personnel

Advice UK considers the key management personnel of the organisation to comprise the Trustees, together with the Chief Executive and the Executive Director. The aggregate remuneration including employer pension contributions of those personnel for services to the Charity and Group, in the year amounted to £119,617 (2024: £200,103). Of these amounts £Nil (2024: £Nil) related to the Trustees.

During the year, travelling and subsistence expenses amounting to £6,071 (2024: £6,927) were reimbursed to Trustees.

**NOTES TO THE FINANCIAL STATEMENTS**  
**For the year ended 31 March 2025**

**11. INTANGIBLE ASSETS****GROUP AND CHARITY**

	<b>Computer Software £</b>
<b>Cost</b>	
At 1 April 2024	133,699
Additions	<u>28,132</u>
At 31 March 2025	<u>161,831</u>
<b>Amortisation</b>	
At 1 April 2024	112,598
Amortisation charge	<u>29,601</u>
At 31 March 2025	<u>142,199</u>
<b>NBV at 31 March 2025</b>	<u>19,630</u>
NBV at 31 March 2024	<u>21,101</u>

The intangible assets relate to capitalised software development costs. They have been capitalised on the basis the software is used in the design of the CRM system from which the Group generates its income.

**12. TANGIBLE ASSETS****GROUP AND CHARITY**

	<b>Leasehold Building Improvements £</b>	<b>Computer Equipment £</b>	<b>Furniture &amp; Equipment £</b>	<b>Total £</b>
<b>Cost</b>				
At 1 April 2024	-	35,125	-	35,125
Additions	-	6,226	-	6,226
Disposals	<u>-</u>	<u>(41,352)</u>	<u>-</u>	<u>(41,352)</u>
At 31 March 2025	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
<b>Depreciation</b>				
At 1 April 2024	-	26,538	-	26,538
Charge for the year	-	4,969	-	4,969
Disposals	<u>-</u>	<u>(31,507)</u>	<u>-</u>	<u>(31,507)</u>
At 31 March 2025	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
<b>NBV at 31 March 2025</b>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
NBV at 31 March 2024	<u>-</u>	<u>8,587</u>	<u>-</u>	<u>8,587</u>

**NOTES TO THE FINANCIAL STATEMENTS**  
**For the year ended 31 March 2025**

**13. FIXED ASSET INVESTMENTS**

**CHARITY**

**Cost**

	<b>Subsidiaries</b>	<b>Associates</b>	<b>Listed Investments</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
At 1 April 2024	100,000	40	1,196,874	1,297,914
Net losses on change in fair value	-	-	-	-
Additions	-	250,000	-	250,000
At 31 March 2025	<u>100,000</u>	<u>250,040</u>	<u>1,197,874</u>	<u>1,547,914</u>

In the year, the charity acquired a £250,000 investment in Wyser Ventures Ltd. This will support its members to access the benefit of artificial intelligence (AI) products for their advice services at a discount and, over time, further improve how AI can be used to support advice giving.

**As at 31 March 2025 the Charity's subsidiary was:**

	<u>Country of Incorporation</u>	<u>Activity</u>	<u>Proportion of Ordinary Shares Held and voting rights</u>
VCS Insurance Company Limited (Registered number: GG44303)	Guernsey	Insurance	100%

The financial results of the subsidiary were:

	<b>Income</b>	<b>Expenditure</b>	<b>Surplus/(deficit) for the year</b>	<b>Net assets/(liabilities)</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
VCS Insurance Company Limited	437,754	(386,509)	51,245	241,717

**As at 31 March 2025 the Charity's Associates were:**

The Charity holds a 50% shareholding in the Ordinary shares of Advanced Case Management Solutions Limited (Company number: SC392229), a software trading company registered in Scotland.

The charity holds a 20% (rounded to nearest percent) shareholding in the Ordinary shares of Wyser Ventures Ltd (Company number: 15455450), a company specialising in artificial intelligence registered in Wales.

**NOTES TO THE FINANCIAL STATEMENTS**  
**For the year ended 31 March 2025**

**13. FIXED ASSET INVESTMENTS (CONTINUED)**

**GROUP**

**Cost**

	<b>Associates</b>	<b>Listed Investments</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>
At 1 April 2024	584,495	1,197,874	1,782,369
Change in fair value	-	-	-
Additions	250,000	-	250,000
Share of profit of associate			
-Operating Profit	554,336	-	554,336
-Taxation	(59,240)	-	(59,240)
-Dividends	(480,000)	-	(480,000)
<b>At 31 March 2025</b>	<b>849,592</b>	<b>1,197,874</b>	<b>2,047,465</b>

**Advanced Case Management Solutions Limited**

The aggregate of the share capital and reserves as at 31 March 2025 was £191,584 (2024: £268,989)

**Wyser Ventures Ltd**

As at 11<sup>th</sup> September 2024, Wyser Ventures Ltd became an associate of the group.

The aggregate of the share capital and reserves as at 31 March 2025 was £760,083.

**Advice UK results excluding subsidiary companies**

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Total income	5,053,034	4,363,079
Total expenditure	(5,195,404)	(3,974,280)
	(142,370)	388,799
<b>Net gains on investment</b>	<b>-</b>	<b>144,341</b>
<b>Net income</b>	<b>(142,370)</b>	<b>533,140</b>
Fund balances brought forward at 1 April 2024	2,194,261	1,661,121
<b>Fund balances carried forward at 31 March 2025</b>	<b>2,051,889</b>	<b>2,194,261</b>

**NOTES TO THE FINANCIAL STATEMENTS**  
**For the year ended 31 March 2025**

**14. DEBTORS**

	<u>Group</u>		<u>Charity</u>	
	2025	2024	2025	2024
	£	£	£	£
Trade debtors	875,618	524,593	875,618	524,593
Amounts owed by subsidiary undertakings	-	-	251,684	254,198
Amounts owed by participating interest	-	-	-	-
Other debtors	45,603	77,204	2,433	24,322
Prepayments and accrued income	897,856	837,342	897,856	837,342
	<u>1,819,077</u>	<u>1,439,140</u>	<u>2,027,591</u>	<u>1,640,455</u>

Included within amounts owed by subsidiary undertakings is a £150,000 (2024: £150,000) unsecured loan due from VCS Insurance Company Limited. On 31 July 2014 Independent Advice Services Limited transferred their shares and this loan to Advice UK. A new loan agreement dated the same date was entered into on the same terms. The loan is unsecured and bears interest at 1% over base rate, which is payable annually in arrears. It is repayable only when all liabilities of the borrower have been extinguished or by written permission of the Guernsey Financial Services Commission ('GFSC') and in the Trustees' view, the loan is unlikely to be repaid within one year. The remaining balance is commission due from VCS which is interest free and repayable on demand.

**15. CREDITORS**

	<u>Group</u>		<u>Charity</u>	
	2025	2024	2025	2024
	£	£	£	£
Trade creditors	121,230	32,506	121,230	32,506
Amounts owed to subsidiary undertakings	-	-	-	100,000
Amounts owed to participating interest	668,308	316,963	668,308	316,963
Other taxation and social security	78,523	39,515	78,523	39,515
Other creditors	156,334	160,550	48,744	44,486
Accruals	40,715	54,285	40,715	54,285
Deferred income	1,779,865	1,490,569	1,779,865	1,490,569
	<u>2,844,975</u>	<u>2,094,388</u>	<u>2,737,385</u>	<u>2,078,324</u>

Included within amounts owed to subsidiary in undertakings in 2024 is a £100,000 unsecured loan from VCS Insurance Company Limited. The loan is repayable on demand and bears interest at 0.75% over the base rate per annum payable in arrears and accrued on a daily basis. This amount was paid of within the 2025 year. The remaining balance is a trading balance to ACMS and is interest free and repayable on demand.

**NOTES TO THE FINANCIAL STATEMENTS**  
**For the year ended 31 March 2025**

**16. DEFERRED INCOME**

	<b>2025</b> <b>£</b>	<b>2024</b> <b>£</b>
At 1 April 2024	1,490,569	1,420,677
Income deferred in the current year	1,779,865	1,490,569
Amounts released from previous years	<u>(1,490,569)</u>	<u>(1,420,677)</u>
At 31 March 2025	<u>1,779,865</u>	<u>1,490,569</u>

Deferred income comprises fees, subscriptions and premiums received in advance and grants received for the next year.

**17. PROVISION FOR LIABILITIES****CHARITY**

	<b>2025</b> <b>£</b>	<b>2024</b> <b>£</b>
<b>Dilapidations Provision</b>		
At 1 April 2024	-	13,667
Expensed in the year	<u>-</u>	<u>(13,667)</u>
At 31 March 2025	<u>-</u>	<u>-</u>

**GROUP**

	<b>2025</b> <b>£</b>	<b>2024</b> <b>£</b>
<b>Dilapidations Provision</b>		
At 1 April 2024	-	13,667
Expensed in the year	<u>-</u>	<u>(13,667)</u>
At 31 March 2025	<u>-</u>	<u>-</u>

**Technical reserves**

Outstanding claims reserve at 1 April 2024	117,009	8,000
Movement in prior years' claim provisions	(111,009)	(8,000)
Provisions for new claims	<u>31,000</u>	<u>117,009</u>
Outstanding claims reserve at 31 March 2025	<u>37,000</u>	<u>117,009</u>

<b>IBNER reserve</b>	32,807	30,616
----------------------	--------	--------

Provision for liabilities at 31 March 2024	<u>69,807</u>	<u>147,625</u>
--	---------------	----------------

The dilapidation provision is management's best estimate of the potential costs that may be incurred at the end of the property lease to return the property to its original state.

The Group has a stop-loss policy to cover claims arising in any one year in excess of £125,000.

**NOTES TO THE FINANCIAL STATEMENTS**  
**For the year ended 31 March 2025**

**17. PROVISION FOR LIABILITIES (CONTINUED)**

**Insurance claims development triangle**

	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>Cumulative</b>
In year of claim (or brought forward)	24,930	14,946	9,070	24,298	90,667	54,093	218,004
One year later	202	16,275	25,820	(7,518)	(32,481)	-	2,298
Two years later	(775)	(13,273)	(3,878)	(6,261)	-	-	(24,187)
Three years later	(9,065)	(4,594)	(506)	-	-	-	(14,165)
Four years later	50,000	-	-	-	-	-	50,000
Five year later	(50,000)	-	-	-	-	-	(50,000)
Current estimate of ultimate claims	15,292	13,354	30,506	10,519	58,186	54,093	181,950
Cumulative payments	(15,292)	(13,354)	(30,506)	(4,249)	(38,223)	(10,519)	(112,143)
In balance sheet	-	-	-	6,270	19,963	43,574	69,807

**18. FINANCIAL RISK MANAGEMENT**

The Charity monitors and manages its financial risks relating to insurance contracts. The Group's only assets held for insurance purpose consist of cash held in pound sterling by the its subsidiary undertaking, VCS Insurance Company Limited, therefore there is no currency or market price risk. The Group considers the credit worthiness of the reinsurance underwriter before renewing its policy. The liquidity of the subsidiary is overseen by Guernsey regulators and capital or loan finance will be injected to meet specified requirements.

The main form of financial risk faced by the Group is that of volatility in equity markets and investment markets due to wider economic conditions, the attitude of investors to investment risk and changes in sentiment concerning equities and within particular sectors or sub-sectors.



**NOTES TO THE FINANCIAL STATEMENTS**  
**For the year ended 31 March 2025**

**19. STATEMENT OF FUNDS - GROUP**

	Opening Balance	Income	Expenditure	Net losses on investments and transfers	Closing Balance
	£	£	£	£	£
<b>RESTRICTED FUNDS</b>					
Projects on behalf of members	206,600	277,413	(328,763)	-	155,250
Scotland activities	86,859	-	-	-	86,859
Advice in Accessible Settings	-	1,469,497	(1,460,550)	-	8,947
<b>Total Restricted funds</b>	<u>293,459</u>	<u>1,746,910</u>	<u>(1,789,313)</u>	<u>--</u>	<u>251,056</u>
<b>UNRESTRICTED FUNDS</b>					
General fund	1,850,519	3,640,424	(3,674,090)	(278,479)	1,538,374
<b>Designated funds</b>					
Premises fund	-	-	-	-	-
Foundation fund	111,066	-	-	-	111,066
Fixed asset fund	614,144	-	-	278,479	892,623
<b>Total Unrestricted funds</b>	<u>2,575,729</u>	<u>3,640,424</u>	<u>(3,674,090)</u>	<u>-</u>	<u>2,542,063</u>
<b>TOTAL FUNDS</b>	<u><b>2,869,188</b></u>	<u><b>5,387,334</b></u>	<u><b>(5,463,403)</b></u>	<u><b>-</b></u>	<u><b>2,793,119</b></u>

**STATEMENT OF FUNDS - CHARITY**

	Opening Balance	Income	Expenditure	Net losses on investments and transfers	Closing Balance
	£	£	£	£	£
<b>RESTRICTED FUNDS</b>					
Projects on behalf of members	206,600	277,413	(328,763)	-	155,250
Scotland activities	86,859	-	-	-	86,859
Advice in Accessible Settings	-	1,469,497	(1,460,550)	-	8,947
<b>Total Restricted funds</b>	<u>293,459</u>	<u>1,746,910</u>	<u>(1,789,313)</u>	<u>-</u>	<u>251,056</u>
<b>UNRESTRICTED FUNDS</b>					
General fund	1,660,008	3,306,124	(3,406,093)	(239,943)	1,320,096
<b>Designated funds</b>					
Premises fund	-	-	-	-	-
Foundation fund	111,066	-	-	-	111,066
Fixed asset fund	129,727	-	-	239,943	369,670
<b>Total Unrestricted funds</b>	<u>1,900,801</u>	<u>3,306,124</u>	<u>(3,306,124)</u>	<u>-</u>	<u>1,800,832</u>
<b>TOTAL FUNDS</b>	<u><b>2,194,260</b></u>	<u><b>5,053,034</b></u>	<u><b>(5,195,404)</b></u>	<u><b>-</b></u>	<u><b>2,051,888</b></u>

**NOTES TO THE FINANCIAL STATEMENTS**  
**For the year ended 31 March 2025**

---

**19. STATEMENT OF FUNDS – (CONTINUED)**

**Designated funds**

The Foundation fund is an amount that was designated to make future grants to members.

The Fixed Asset fund is represented by the tangible fixed assets and unlisted investments used by the Charity on an on-going basis to meet the Charity's objects.

**Restricted funds**

Restricted funds were used on one category categories of activity, Projects on behalf of members.

Projects on behalf of members

A grant of £16,538 was received from Aviva for a project to improve the financial wellbeing of households living in an area of high deprivation in Bristol and the dissemination of learning from the project to other independent providers of advice and social welfare support across the UK. The project will work with individuals and households using a systems-thinking approach to understand how current services operate and how they can be redesigned for improved financial capability and inclusion.

A grant of £29,350 was received from the City Bridge Trust, the funding arm of The City of London Corporation's charity. The grant supported Advice UK to build a partnership with 11 London based Advice UK members using the Whole Person/Whole Community approach to start to understand the impact of monitoring and evaluation on their ability to do the right thing for their clients.

A grant of £205,375 was received from Skilling Up for Justice. The grant is used to enhance the skills and training of individuals and workforces within the justice and associated sectors to improve service delivery and achieve better outcomes for minority ethnic communities and vulnerable groups.

**NOTES TO THE FINANCIAL STATEMENTS**  
**For the year ended 31 March 2025**

**20. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

**Group**

	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>Total Funds 2025 £</b>	<b>Total Funds 2024 £</b>
Fixed assets	2,067,095	-	2,067,095	1,812,058
Current assets	3,389,750	251,056	3,640,806	3,592,710
Current liabilities	(2,844,975)	-	(2,844,975)	(2,094,388)
Provision for Liabilities	(69,807)	-	(69,807)	(147,625)
	<u>2,542,063</u>	<u>251,056</u>	<u>2,793,119</u>	<u>3,162,754</u>

**Charity**

	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>Total Funds 2025 £</b>	<b>Total Funds 2024 £</b>
Fixed assets	1,567,543	-	1,567,543	1,327,602
Current assets	2,970,674	251,056	3,221,730	2,944,983
Current liabilities	(2,737,385)	-	(2,737,385)	(2,078,324)
Provision for liabilities	-	-	-	-
	<u>1,800,832</u>	<u>251,056</u>	<u>2,051,888</u>	<u>2,051,888</u>

**21. RECONCILIATION OF NET (EXPENDITURE)/INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	<b>2025</b>	<b>2024</b>
<b>Net (expenditure)/income for the year</b>	(76,069)	475,091
<b>Adjustments for:</b>		
Depreciation charges	4,969	4,201
Amortisation charges	29,601	26,786
Loss on disposal of tangible fixed assets	9,845	-
(Losses)/Gains on investments	-	(144,341)
Share of profits of associated undertaking	(15,058)	(15,431)
Interest from investments	(13,414)	(9,494)
Decrease/(increase) in debtors	(379,975)	(71,935)
Increase in creditors	750,588	(149,387)
Increase in provision	(77,818)	97,925
<b>Net cash provided by operating activities</b>	<u>232,669</u>	<u>213,415</u>

**NOTES TO THE FINANCIAL STATEMENTS**  
**For the year ended 31 March 2025**

**22. ANALYSIS OF CASH AND CASH EQUIVALENTS**

	<b>2025</b> £	<b>2024</b> £
<b>Total cash and cash equivalents</b>	<u>1,821,729</u>	<u>1,860,004</u>

**23. ANALYSIS OF NET FUNDS**

	<b>At 1 April 2024</b> £	<b>Cash flows</b> £	<b>At 31 March 2025</b> £
Cash in hand	1,860,004	(38,275)	1,821,729
	<u>1,860,004</u>	<u>(38,275)</u>	<u>1,821,729</u>

**24. CAPITAL COMMITMENTS**

At the end of the year there were no capital commitments (2024: £Nil).

**25. COMMITMENTS UNDER OPERATING LEASES**

At 31 March 2025 the Group and the Charity had total future minimum lease payments under non-cancellable operating leases was:

	<b>2025</b> £	<b>2024</b> £
Amounts due within one year	39,693	29,348
Amounts due between 1 and 5 years	356	-
<b>Total</b>	<u>40,049</u>	<u>29,348</u>

**NOTES TO THE FINANCIAL STATEMENTS**  
**For the year ended 31 March 2025**

---

**26. RELATED PARTY TRANSACTIONS**

**Advanced Case Management Solutions Limited**

The Charity was charged £1,590,778 (2024 - £1,721,949) for the provision of AdvicePro software and consultancy services by Advanced Case Management Solutions Limited. A balance of £668,308 (2024 - £316,963

No amounts were outstanding (2024 - £ Nil) as at 31 March 2025 and included within amounts owed by participating interest.

The Charity received a gift aid donation from Advance Case Management Solutions Limited of £450,000 during the year (2024 - £400,000).

In 2024 the following transactions took place between the Charity and its wholly owned Subsidiaries:

**VCS Insurance Company Limited**

Commissions were received of £101,648 (2024 - £104,198). The Charity charged interest on loans of £ Nil (2024 - £9,064).

The Charity was charged interest on loans of £5,697 (2024 - £5,792).

At 31 March 2025, £251,648 was owed to the Charity (2024 - £254,198). In addition to this, £ Nil was owed by the Charity (2024 - £100,000).

**27. CONTINGENT LIABILITIES**

There is an inherent uncertainty relating to the valuation of technical provisions, arising from claims made against members under the professional indemnity and trustees, officers and directors insurance policies provided by a subsidiary company. The Trustees consider that adequate provision has been made to meet any liability arising therefore the possibility of material additional unprovided claims is considered to be remote.