



CITIZENS ADVICE WOKING
UNAUDITED FINANCIAL STATEMENTS
31ST MARCH 2025

COMPANY REGISTRATION NUMBER: 02638741

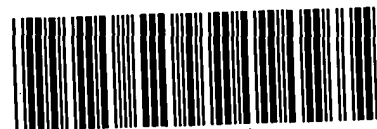
CHARITY REGISTRATION NUMBER: 1004585

BREWERS

CHARTERED ACCOUNTANTS

Unit 3, Birtley Courtyard, Bramley, GU5 0LA

SATURDAY



A12 *AEGU7DRM* #35
06/12/2025
COMPANIES HOUSE

**CITIZENS ADVICE WORKING
CONTENTS**

	PAGE
GENERAL INFORMATION	2
REPORT OF THE TRUSTEE BOARD	3
INDEPENDENT EXAMINER'S REPORT	8
STATEMENT OF FINANCIAL ACTIVITES	10
BALANCE SHEET	11
NOTES TO THE FINANCIAL STATEMENTS	13

CITIZENS ADVICE WOKING

COMPANY INFORMATION 31ST MARCH 2025

COMPANY REGISTRATION NUMBER: 02638741

CHARITY REGISTRATION NUMBER: 1004585

TRUSTEE BOARD

Mr L Oates (Chair until 31st March 2025)

Mr W Annandale (Chair from 1st April 2025)

Mr J Butler (Treasurer)

Mrs A Smith

Mrs L Kemeny (resigned 31st January 2025)

Dr C Smith

Ms S Hope (resigned 4th June 2024)

Ms D Harlow

Mrs Kawther Hashmi (resigned 1st April 2025)

Mr Tony Deans (co-opted 15th July 2025)

Mr Dominic Maher (co-opted 15th July 2025)

Ms Lucy Vuurboom (co-opted 15th July 2025, resigned 3rd September 2025)

Ms Ann Brown (co-opted 17th September 2025)

CHIEF EXECUTIVE

Katrina Ford (appointed 2nd June 2025)

REGISTERED OFFICE

Provincial House, 26 Commercial Way, Woking Surrey, GU21 6EN

WEBSITE

www.wokingcab.org

INDEPENDENT EXAMINER

Andrew Skilton ACA

Brewers Chartered Accountants, Unit 3, Birtley Courtyard, Bramley, GU5 0LA

BANKERS

Lloyds Bank PLC

32 Commercial Way, Woking, Surrey, GU21 6EN

Report of the Trustee Board For the Year Ended 31st March 2025

The Trustees, who are also Directors under Company Law, have pleasure in submitting their Annual Report for the year ended March 2025. The financial statements have been prepared in accordance with their accounting policies set out in the notes to the financial statements. They comply with Citizens Advice Woking (CAW) governing document, Charities Act 2011, Companies Act 2006 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with "FRS102", the Financial Reporting Standard applicable in the UK and Republic of Ireland.

CONSTITUTION

CAW was founded in 1939 and was incorporated as a Company Limited by Guarantee in 1991. New Articles of Association were adopted in 2014 and updated in 2022 in accordance with National Citizens Advice Model Articles. A Trustee Board including members elected at an Annual General Meeting or co-opted by the Trustee Board directs CAW. The members of the Company consist of all Trustee Board Members. The liability of each member is limited to a maximum of £1 per member.

TRUSTEE BOARD

The individuals who served as elected members of the Trustee Board during the financial year are listed on the prior page. No member of the Trustee Board received any payment from CAW.

PUBLIC BENEFIT

The Trustees have had regard to the Charity Commission Guidance on public benefit.

OBJECTIVES

The objectives as set out in the Articles of Association state "the Charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Woking and surrounding areas."

These objectives are achieved by the delivery of the Citizens Advice service to provide free, independent, and confidential advice and information to the residents of Woking and anyone who works in the Borough to help with the problems they face. In addition, it looks to improve the policies and practices that affect people's lives.

OVERVIEW OF THE YEAR

2024/25 has been a challenging year for Citizens Advice Woking (CAW). CAW's main funder, Woking Borough Council (WBC), issued a Section 114 Notice in July 2023 in response to the 'unprecedented financial challenges facing the authority'. This resulted in the ceasing of the Community Grants scheme, which was the source of CAW's unrestricted grant in 2023/24 (£189,000) and previous years.

We were, however, able to put together a balanced budget for 2024/25, but this did mean having to cut costs, for instance reducing opening times for the drop-in service at our town

centre office from 5 days to 3 mornings a week, and reducing the number of applications for charitable support on behalf of clients, instead focusing on advice to help their situation.

As a result of this cost control, and gaining additional income from project funders, including WBC, and increased fundraising activities, we were able to achieve a surplus of approximately £91,000 for the year, a tremendous result in the circumstances.

The trustees would like to express many thanks to our funders and donors, and all the staff and volunteers, without whose hard work and great commitment, this would not have been possible.

ACTIVITIES

Citizens Advice Woking (CAW) is an independent local charity and a company limited by guarantee. CAW is a member of the national Citizens Advice network.

We provide free, confidential, impartial, and independent advice and information for the benefit of the local community, to exercise a responsible influence on the development of social policies and to ensure individuals do not suffer through lack of knowledge or an inability to express their needs effectively.

CAW's activities continue to be in line with its objectives. CAW works under the Local Performance and Quality Framework membership scheme of the national Citizens Advice organisation. It continues to meet the quality mark for the Advice Quality Standard in the areas of debt, housing, and welfare benefits.

Our generalist advice service is provided by volunteers who carry out reception and administrative duties, give information and advice and have research and campaign roles, and are managed and supported by paid staff. We also have paid caseworkers in the areas of welfare benefits and housing.

Woking is often considered to be an affluent area with high levels of employment and rates of home ownership. There are, however, significant pockets of deprivation across the borough and our priority is to support the most vulnerable in our community. The main enquiry areas of welfare benefits, debt and housing continue to be the issues that most of our clients need help with.

We provide face to face services in the following locations –

1. Woking Town Centre

Drop-in Sessions – Tuesday – Thursday 10am – 1pm - Initial Assessment interviews
Appointments Monday – Friday 10am – 4pm Generalist Adviser Interviews
Follow up Generalist Adviser appointments, Specialist Caseworker appointments

2. The Byfleet Methodist Church

Wednesday 12:00am- 2pm Drop in for initial assessment
Appointments by arrangement

3. Ukrainian Hub, Lighthouse Woking

Tuesday Weekly 10:30am- 2:30pm Initial Assessments Only drop-ins

4. The Mascot Hub Sheerwater

Thursday Weekly 10am – 1pm
Initial Assessments Only Drop ins

CAW provides a telephone service via Adviceline
Monday – Friday 10am – 4pm

During 2024/25, we also ran the following Projects on behalf of different funders –

I Access Community Drug and Alcohol Service – funding from Surrey and Borders NHS Trust to provide a generalist adviser to advise on all enquiry areas

United Byfleet Charity – funding to deliver an outreach session in the Wards furthest from the town centre office

Trussell Trust Foodbank – funding to provide a generalist adviser at Foodbank sessions to provide information and advice and to reduce reliance on the Foodbank

Ukrainian Hub – funding from Woking Borough Council to provide generalist advisers to give information and advice to the Ukrainian members of the Community

Refugee Support – funding from Woking Borough Council to provide a welfare benefit adviser to support the Syrian and Refugee community and to provide generalist advice to the wider refugee community

Hardship Project – funding from Woking Borough Council to support those who have Council Tax arrears

Healthwatch Surrey – funding from Healthwatch Surrey to provide insight and trends of those clients experiencing health and social care problems

Household Support Fund – there were two phases, HSF 5 and 6, during the year. As a result of funding from Surrey County Council (SCC) for income maximisation (applicable to all LCAs in the county), CAW undertook benefit checks and conducted debt assessments for clients from May to September. Funds during the December to March period were used to increase our Adviceline resource to meet SCC's requirements in the form of 'Financial Health Checks'.

CAW also continued with its Research and Campaigns work, raising important issues both locally and nationally that impact on peoples' lives. The data CAW gathers is used to help research issues and influence decision makers by running campaigns to change these policies and practices that are seen to not be working.

Our fundraising efforts included continuation of the crowdfunding campaign, and a quiz night, music, bike ride, and village show events, and staff and volunteers took part in the London Legal Walk.

ACHIEVEMENTS AND PERFORMANCE

As a result of the reduction in service that CAW was able to provide, because of the funding cuts, our achievements were less than in 2023/24 but nevertheless still very considerable in the circumstances.

- Only 2.5% fewer clients were helped (5419 compared to 5561 in 2023/24)
- The number of Quick Client Contacts increased, as we have needed to signpost people on more occasions rather than being able to offer them an assessment (up from 153 in 2023/24 to 329 in 2024/25)

- 17% reduction in the number of issues that we have dealt with, as we have had to reduce the enquiry areas, e.g. charitable help and support
- 29% reduction in the number of activities that we have been able to carry out for clients, mainly due to the reduction in drop-in sessions across the week
- Income Gain has reduced by 10%, down from £2,804,689 to £2,532,219 although to provide clients with over £2,500,000 is still a great achievement.

Despite the loss of our 'core' grant from Woking Borough Council, we continued to deliver projects on their behalf, in particular refugee support and hardship co-ordination, as detailed above. For one year only, CAW also received funding from the UK Shared Prosperity Fund, effectively to help our transition away from local government support.

It has been a challenging time for staff and volunteers, and their continued hard work and unstinting commitment is recognised and very much appreciated by the trustees. There were staff and volunteer changes during the year but we were able to recruit a new Advice Session Supervisor and an Administrative Assistant, both of whom made very valuable contributions.

CAW's Chief Officer retired at the end of the financial year after many years of great service to the organisation. A new Chief Officer has been recruited from the Citizens Advice network, and will be starting at the beginning of June. The Chair of Trustees also stood down at that time, having done his term and also after many years of great service, though is staying on the Board. An Acting Chair is taking his place for at least 2025/26.

Our Research and Campaigns work throughout the year successfully raised awareness of local and national issues, including a much-enhanced CAW social media presence on Facebook and Instagram. Paid staff and volunteers raised 280 Evidence Forms. Housing and welfare benefit issues had the highest number of Evidence Forms raised, highlighting the difficulties in finding suitable, affordable housing, and the many problems clients have in navigating the welfare benefit system. The lack of affordable private rental housing in the Borough has continued to be highlighted by surveys conducted during the year.

FINANCIAL REVIEW

The Trustee Board confirms it has kept proper accounting records which fully shows CAW's financial position. The Trustee Board also acknowledges its responsibility for safeguarding CAW's assets and for taking all reasonable steps for the prevention of fraud and other irregularities.

The outcome for 2024/25 was as shown in the Accounts below. We received a total income of £494k. The year-end surplus was £91k (compared to the previous year's deficit of £35k) and we maintained healthy reserves of £322k.

GOING CONCERN

For the financial year ending 31st March 2026, a small budget deficit has been agreed at the start of the year of £10k. Due to investment in staff and other costs agreed since the budget was published, CAW is projecting a forecast deficit for 25/26 of around £40k. This will reduce a little the reserves brought forward but it is projected that CAW will maintain healthy reserves of around £280k at 31/3/26.

However, grant and project income for 26/27 is not confirmed at the time of the AGM and will not be known for certain until early 2026. As with every year, there remains a degree of uncertainty on the level of grant and project income that CAW can expect to achieve in

26/27. The trustees' fiduciary duty is therefore to be cautious on the question of whether CAW remains a going concern from April 2027.

The other factor that is likely to affect CAW's status in 26/27 is local government reorganisation, with unitary authorities replacing the two-tier system. Surrey Local Citizens Advice offices, including CAW, are agreed that they should be aligned to the new structure, which will be formally in place from April 2027. The nature of the alignment has not yet been decided.

RISK

The Trustee Board consider the risk to which CAW is exposed and has put in place systems to mitigate those risks. This includes holding professional indemnity insurance and employers' liability insurance. The level of cover is reviewed annually.

The Risk Register is reviewed every 2 months and the major risk identified continues to be the reduction of funding on current levels and the inability to find alternative funding.

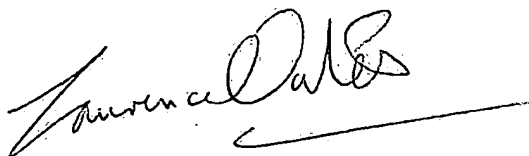
There continues to be the same mistaken perception that CAW is funded by central government. CAW continues to work hard to make the public and potential funders aware it is a local charity, part of a national network, but with no central government funding, competing for funding with other charities.

INDEPENDENT EXAMINER

During the financial year Andrew Skilton, ACA, has acted as CAW's Independent Examiner.

SMALL COMPANY EXEMPTION

This Report is prepared in accordance with the Special Provisions of Part 15 Companies Act 2006



Laurence Oates
On behalf of the Trustee Board

Dated 4/11/2025

Independent Examiner's Report to the Trustees of Citizens Advice Woking

I report to the trustees (who are also Directors for the purpose of company law) on my examination of the financial statements of Citizens Advice Woking ('the charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and related notes.

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my work, for this report, or for the opinions I have formed.

Responsibilities and basis of report

As the trustees of charitable company you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the financial statements of the charitable company are not required to be audited under Part 16 of the Act and are eligible for independent examination, I report in respect of my examination of the charitable company's financial statements carried out under section 145 of the Charities Act 2011 ('the 2011 Act') and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

An independent examination does not involve gathering all the evidence that would be required in an audit and consequently does not cover all the matters that an auditor considers in giving their opinion on the financial statements. The planning and conduct of an audit goes beyond the limited assurance that an independent examination can provide. Consequently I express no opinion as to whether the financial statements present a 'true and fair' view and my report is limited to those specific matters set out in the independent examiner's statement.

Independent examiner's statement

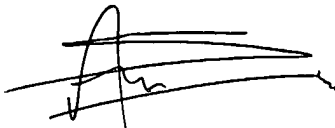
Since the charitable company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

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

- accounting records were not kept in respect of the charitable company as required by section 386 of the 2006 Act; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair view which is not a matter considered as part of an independent examination; or

- the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I draw your attention to the disclosure in the Trustees' Report and the Post Balance Sheet Events Note 14 which indicates there was significant material uncertainty relating to going concern following the issuing of a Section 114 Notice by Woking Borough Council in June 2023. At the time of signing these accounts, Citizens Advice Woking's financial situation has stabilized, and whilst there is material uncertainty with regards the levels of grants for the year ended 31st March 2027, this is typical in the lead up to the new financial year. The trustees, due to the uncertainty, have drawn up a contingency plan, as per normal business planning.



Andrew Skilton
ICAEW
Brewers Chartered Accountant
Unit 3, Birtley Courtyard,
Bramley,
GU5 0LA

Date: 4th November 2025

CITIZENS ADVICE WOKING

STATEMENT OF FINANCIAL ACTIVITIES
(Including the Income and Expenditure Account)
For the year ended 31st March 2025

	Notes	General Funds £	Designated Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
INCOME FROM:						
Donations and legacies		33,184			33,184	36,673
Charitable Activities						
Grant Woking Borough Council		-			-	189,000
Other grants	1	102,868		330,856	433,724	245,724
Income from other trading activities						
Income from fundraising activities		15,740			15,740	11,002
Investment Income	2	2,209			2,209	1,658
Other income		9,417			9,417	1,062
		<u>163,418</u>	<u>-</u>	<u>330,856</u>	<u>494,274</u>	<u>485,119</u>
EXPENDITURE ON:						
Charitable Activities						
Grants					-	56,125
Staff costs	3	47,680		314,053	361,733	408,628
Office and property costs	4	4,261		31,949	36,210	49,393
Sundry expenses	5	240		5,043	5,283	6,072
TOTAL		<u>52,182</u>	<u>-</u>	<u>351,045</u>	<u>403,227</u>	<u>520,218</u>
NET EXPENDITURE		111,236	0	(20,189)	91,047	(35,099)
Transfers between Funds	11 & 12	(17,759)		17,759	-	-
NET EXPENDITURE after transfers		<u>93,477</u>	<u>0</u>	<u>(2,430)</u>	<u>91,047</u>	<u>(35,099)</u>
FUNDS BROUGHT FORWARD AT 1st April 2024	12	145,305	82,639	2,840	230,784	232,614
FUNDS CARRIED FORWARD AT 31st March 2025	12	<u>238,782</u>	<u>82,639</u>	<u>410</u>	<u>321,831</u>	<u>232,614</u>

CITIZENS ADVICE WOKING

BALANCE SHEET
At 31st March 2025

	Notes	2025		2024	
		£	£	£	£
FIXED ASSETS					
Tangible fixed assets	6				
CURRENT ASSETS					
Debtors	7	15,182		16,182	
Cash at bank and in hand		<u>404,613</u>		<u>290,768</u>	
		419,795		306,950	
CREDITORS : amount falling due within one year	8	<u>97,964</u>		<u>76,166</u>	
NET CURRENT ASSETS			321,831		230,784
NET ASSETS			<u>321,831</u>		<u>230,784</u>
FUNDS					
Unrestricted Funds					
General funds		238,782		145,305	
Designated funds	11	<u>82,639</u>		<u>82,639</u>	
			321,421		227,944
Restricted	12		410		2,840
TOTAL FUNDS			<u>321,831</u>		<u>230,784</u>

The company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025

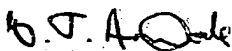
The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2025 in accordance with Section 476 of the Companies Act.

The Trustees acknowledge their responsibility for:

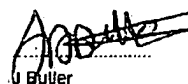
- 1) Ensuring the charitable company keeps accounting records which comply with Sections 386 and 387 of the Companies Act 2006; and
- 2) Preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 4th November 2025 and were signed on its behalf by:



W. Annandale
Board member



J. Butler
Board member

CITIZENS ADVICE WORKING**STATEMENT OF CASH FLOWS****For the year ended 31 March 2025**

	2025	2024
CASHFLOWS FROM OPERATING ACITIVITES		
Profit/(Loss) for the year	91,047	(35,099)
Decrease in debtors	1,001	(3,282)
Increase in creditors	21,798	38,087
Change in cash and cash equivalents	<u>113,845</u>	<u>(294)</u>
Cash and cash equivalents at the beginning of the reporting period	290,768	291,062
Cash and cash equivalents at the end of the reporting period	<u><u>404,613</u></u>	<u><u>290,768</u></u>

Notes to the Financial Statements
Year to 31st March 2025

1. Accounting Policies**General**

The financial statements for the charity, which is a public benefit entity, have been prepared on the accruals basis under the historic cost convention and in accordance with the Statement of Recommended Practice: Accounting and Reporting by charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102 2nd Edition effective January 2019 - Charities SORP), Companies Act 2006 and the Charity's Governing Document.

Presentational currency is £ Sterling & rounding is to £s.

Income

Income comprises grants, donations and fundraising activities. Income is recognised on a receivable basis.

Income is deferred where it relates to an agreement to provide services for a specific period and has been received in advance of that period.

Donated services and facilities

Woking Borough Council provides office free of charge from which the charity operates. No financial values have been attributed to the rent, service charges and rates donated as the trustees feel that the value cannot be reliably measured and quantified.

Expenditure

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to the expenditure, it is probable that the settlement will be required and the amount of the obligation can be measured with reasonable certainty.

Pension costs

Defined contribution pension costs are allocated to unrestricted and restricted activities based on the allocation of staff time.

VAT

Income and expenditure are VAT inclusive as the Charity's activities are outside the scope of VAT.

Fixed Assets

Fixed assets are stated at cost. Assets are capitalised when the cost of each item exceeds £1,000.

Depreciation is provided at rates calculated to write off assets over their expected lives.

Depreciation policy

Office equipment -33.3% Straight line

Debtors

Debtors are recognised at settlement amount.

Creditors

Creditors are recognised when the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount to settle can be measured reliably.

Funds

Unrestricted funds are available to spend on activities that further any purposes of the charity.

Designated Funds are unrestricted funds which have been set aside for a specific purpose.

Restricted Funds are funds which have been restricted in accordance with donor specification.

GOING CONCERN

Following the issuing of a Section 114 Notice by Woking Borough Council in June 2023 no unrestricted grants were received in 24/25. The trustees responded by gaining alternative grants from donor's in 24/25 but had to restrict opening times and some services. In 25/26 the Trustees have agreed grants from donor's and are working to a small budget deficit in the year. At the time of the AGM there remains uncertainty on the level of grants for 26/27

CITIZENS ADVICE WORKING
Notes to the Financial Statements

1 Grants	2025	2024
	£	£
<u>Core grants - Unrestricted - General Reserve</u>		
UK Shared Prosperity Fund	30028	
WBC - Refugee	66240	
Surrey Heath - Citizens Advice	6600	
	<u>102868</u>	
Surrey CC NoOne Left Behind	21304	-
Surrey CC Household Support Fund	48100	-
WBC Hardship Project	50000	-
I Access Community Drug & Alcohol Service	67326	-
Wenceslas fund	-	4,500
Guildford County Court	25,000	18,000
Household Support 4	-	50,000
Trussell Trust Foodbank	-	23,800
CITA Improving Delivery	37,552	12,500
Financial Capability	-	11,500
Healthwatch Telephone Advice line	10,000	14,000
Household Support Fund Admin	-	10,043
i-Access Project	-	50,726
Surrey Advice Line	19,484	19,484
Ukrainian Hub	14,700	12,833
United Byfleet Charity	18,500	7,500
WBC Refugee Benefit Advice	18,890	10,838
John Beane	-	-
	<u>433,724</u>	<u>245,724</u>
2 Investment Income	2025	2024
	£	£
Interest receivable	<u>2,209</u>	<u>1,658</u>
3 Staff Costs	2025	2024
	£	£
Salaries	315,602	361,331
Employers NI	24,578	23,528
Pensions	21,553	23,769
	<u>361,733</u>	<u>408,628</u>
Average number of employees		
Management	2	2
Administration	2	1
Direct advice	6	10
Support staff	4	5
	<u>14</u>	<u>18</u>

Full time equivalent for 2025 totals 14 (2024 - 18).

No member of staff received remuneration in excess of £50,000.

No Board members or connected person received any remuneration or expenses in the year.

**CITIZENS ADVICE
WOKING**

**Notes to the Financial Statements
Year to 31st March 2025**

4 Office and Property Costs	2025	2024
	£	£
Rents and insurance	1,643	1,524
Printing, postage and stationery	3,298	5,444
Telephone	1,264	1,137
IT equipment & support	13,638	24,976
Support costs	16,367	16,312
	<u>36,210</u>	<u>49,393</u>

The value of the office premises provided rent free by Woking Borough Council is excluded from the Statement of Financial Activities in 2025 as the Trustees do not feel the beneficial value to the Charity can be reliably measured. The exclusion is on the basis that the market value does not represent the cost of alternative premises to operate from should the need arise.

5 Sundry Expenses	2025	2024
	£	£
Governance	2,029	-
Staff & volunteer expenses	2,857	1,360
Other	397	4,702
	<u>5,283</u>	<u>6,072</u>

**CITIZENS ADVICE
WOKING**

**Notes to the Financial Statements
Year to 31st March 2025**

6 Fixed Assets

	Office Equip	Office Equip
	£	£
Cost		
1 st April 2024	38,748	38,748
Additions	-	-
Disposals	-	-
31 st March 2025	38,748	38,748
Depreciation		
1 st April 2024	38,748	38,748
Charge for the year	-	-
On disposals	-	-
31 st March 2025	38,748	38,748
Net book value at 31st March 2025	-	-
Net book value at 31st March 2024	-	-

7 Debtors

	2025	2024
	£	£
Debtors and prepaid expenses	15,182	16,182

8 Creditors: Amounts falling due within one year

	2025	2024
	£	£
Accruals and deferred income	97,964	76,166

9 Related Party Transactions

No donations were received from related parties.

10 Independent Examiners Remuneration

Independent Examiner's remuneration totalled £2,835 (2024 - £2,700).

**CITIZENS ADVICE
WOKING**

17

**Notes to the Financial Statements
Year to 31st March 2025**

11 Designated Funds

	Balance at 01/04/2024	Incoming	Outgoing	Transfers	Balance at 31/03/2025
	£	£	£	£	£
Designated Funds - General Reserve	82,639				82,639

The funds are held as a contingency fund given the uncertainties on funding for 25/26. The funds are also allocated for property maintenance costs at Provincial House

12 Restricted Funds

	Balance at 01/04/2024	Income	Expenditure	Transfers	Balance at 31/03/2025
	£	£	£	£	£
Wenceslas	1,760			1,350	410
John Beane	1,080			1,080	-
Advice Line		19,484	(24,279) -	4,795	-
United Byfleet Charity		18,500	(18,912) -	412	-
Guildford County Court		25,000	(31,742) -	6,742	-
Healthwatch Telephone Advice line		10,000	(10,161) -	160	-
I Access Community Drug & Alcohol Service		67,326	(68,477) -	1,151	-
Refugee Project		18,890	(19,182) -	292	-
Surrey CC HSF		48,100	(53,885) -	5,785	-
Surrey CC No One Left Behind		21,304	(21,306) -	2	-
Trussell Trust Foodbank		37,552	(37,785) -	233	-
Ukranian Hub		14,700	(14,904) -	204	-
WBC Hardship fund		50,000	(50,413) -	413	-
	2,840	330,856 -	351,045 -	17,759	410

**CITIZENS ADVICE
WOKING**

**Notes to the Financial Statements
Year to 31st March 2025**

12 Restricted Funds, continued

I Access Community Drug and Alcohol Service -funding from Surrey & Borders NHS Trust to provide a Generalist Adviser to take direct referrals from key workers to support service users who are receiving treatment.

Guildford Court Desk - Funding from Woking Borough Council and Guildford Borough Council to help clients at risk of homelessness due to Possession Proceedings being issued.

Surrey CC - No One Left Behind - Funding from Surrey County Council to provide caseworkers to support vulnerable clients with debt, budgeting and welfare benefits advice.

Surrey Crisis Fund – To support clients to make applications for Grants from Surrey County Council's emergency funding pot.

Wenceslas – Provides Grants to eligible clients from a fund raised by Woking Lions to assist with fuel poverty and fuel debt.

United Byfleet Charity – Funding from United Byfleet Charities towards the cost of running an outreach service in Byfleet.

Healthwatch Telephone Advice line – Funding from Healthwatch Surrey to provide, or signpost people to information about local health and care services and how to access the services by a Helpdesk which processes enquiries made by telephone, text, email or through the Healthwatch Surrey website.

Trussell Trust Foodbank – Funding from Trussell Trust to provide a Generalist Adviser at Foodbank sessions to give information and advice and to reduce the reliance on the Foodbank.

Ukrainian Hub – Funding from Woking Borough Council to provide Generalist Advisers to attend the outreach sessions to give

WBC Refugee Support – Funding from Woking Borough Council to provide a welfare benefit adviser to support the Syrian and Afghan refugees with welfare benefit issues.

John Beane - Grants for claimants in financial difficulty.

WBC Hardship Fund - Monies to help residents due to the significant increase in council tax in 24/25

Surrey CC - Household Support Fund - government back initiative to help residents in financial hardship

**CITIZENS ADVICE
WOKING**

**Notes to the Financial Statements
Year to 31st March 2025**

13 Analysis of funds by net assets 2025

	Unrestricted Funds	Designated Funds	Restricted Funds £	Total £
Net current assets	238,782	82,639	410	321,831
Net assets	<u>238,782</u>	<u>82,639</u>	<u>410</u>	<u>321,831</u>

13 Analysis of funds by net assets 2024

	Unrestricted Funds £	Designated Funds	Restricted Funds £	Total £
Net current assets	145,305	82,639	2,840	230,784
Net assets	<u>145,305</u>	<u>82,639</u>	<u>2,840</u>	<u>230,784</u>

14 Post Balance Sheet Events - Going Concern

Following the issuing of a Section 114 Notice by Woking Borough Council in June 2023 no unrestricted grants were received in 24/25. The trustees responded by gaining alternative grants from donor's in 24/25 but had to restrict opening times and some services. In 25/26 the Trustees have agreed grants from donor's and are working to a small budget deficit in the year. At the time of the AGM there remains uncertainty on the level of grants for 26/27