

Company registration number: 2697257

Charity registration number: 1010167



**CITIZENS ADVICE MANCHESTER
(A COMPANY LIMITED BY GUARANTEE)**

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

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CITIZENS ADVICE MANCHESTER LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Beverly D'Alessio, Chair Mark Lyonette Vice Chair (Appointed 09/05/24) Fiona McNair, Treasurer (Resigned 30/09/25) Conor Meenan Tony Robinson Holly Markin (Resigned 30/09/25) Ginny Hibbert Jan Mitton William Priest (Appointed 09/05/24) Michael Kay (Appointed 29/10/24) Grenville Page (Appointed 26/08/25; elected Treasurer 30/09/25) Abimbola Oredegba (Appointed 26/08/25) Karen Clarke (Resigned 29/10/24) Lorna Culpin (Resigned 29/10/24) Craig Simpson (Resigned 28/01/25)
Key Management Personnel	Andrew Brown, Chief Executive/Company Secretary Daniel Pye, Chief Operating Officer Hayley Hughes, Assistant Chief Executive Rachel Evans Director of Operations Margaret Keane, Director of Human Resources John McCarthy, Chief Digital Officer (Appointed 05/05/25) Steven Booth, Head of IT (Resigned 30/06/24)
Principal Office	Barlow House 4 Minshull Street Manchester M1 3DZ
Company Registration Number	2697257
Charity Registration Number	1010167
VAT Registration Number	659 7910 80
Bankers	Co-operative Bank PO Box 101 1 Balloon Street Manchester M60 4EP
Auditor	Azets Audit Services Bulman House Gosforth Newcastle upon Tyne Tyne and Wear NE3 3LS
Investment Managers	Quilter Cheviot 4 th Floor, Bauhaus, 27 Quay St Manchester M3 3GY

CITIZENS ADVICE MANCHESTER TRUSTEES' REPORT

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements and auditors' report of the charitable company for the year ended 31 March 2025:

Member	Position
Beverly D'Alessio	Chair
Mark Lyonette	Trustee (appointed 09/05/24) / Vice Chair
Fiona McNair	Treasurer/Finance Risk & Audit Committee Chair (resigned 30/09/25)
Tony Robinson	Trustee
Holly Markin	Trustee (resigned 30/09/25)
Conor Meenan	Trustee
Michael Kay	Trustee (appointed 29/10/24)
Ginny Hibbert	Trustee/People, Performance & Quality Committee Chair
Jan Mitton	Trustee
William Priest	Trustee (appointed 09/05/24)
Grenville Page	Trustee (appointed 26/08/25); Elected as Treasurer on 30/09/25
Abimbola Oredogba	Trustee (appointed 26/08/25)
Craig Simpson	Resigned 28/01/25
Karen Clarke	Resigned 29/10/24
Lorna Culpin	Resigned 29/10/24

There were no members of the Trustee Board in paid employment at Citizens Advice Manchester ("CAM") or acting as volunteers in the office.

There were no ex-officio members who served as Directors/Trustees during the year.

Structure, governance and management

Nature of governing document

The Charity was registered with the Charity Commission in September 1939. It became a company limited by guarantee on 13 March 1992 (Company Number: 2697257). The full name of the Charity is 'Citizens Advice Manchester' and is governed by its Memorandum and Articles of Association as amended on 16 July 2002, 15 January 2007, 20 January 2008, 9 October 2019.

Recruitment and appointment of trustees

The Charity is governed through a Trustee Board. The members of the Charity are the Trustees who have held office during the year and up to the date of signing these accounts are listed above. The Articles of Association provide for a minimum of 3 and a maximum of 15 Trustees. None of the Trustees has any beneficial interest in the company. The maximum liability of each member is limited to £1. The company holds an annual Directors and Officers Liability Insurance policy.

CITIZENS ADVICE MANCHESTER TRUSTEES' REPORT

If a new Trustee is employed by another organisation the Chair should ensure that the Trustee understands that they must act solely in the best interests of the CAM and that they as individuals not the organisation they are representing, are liable for Board decisions. A register of other interests and directorships is maintained by the Company Secretary.

Procedures for appointing Trustees are laid out in the governing documents.

Trustees, who are also Directors of the company, are required to go through a selection process and are formally interviewed by a panel made up of two existing Trustees with the CEO / company secretary in attendance. Suitable candidates are then proposed by the Chair to the Trustee Board for election. A separate process agreed by the Trustee Board is followed for the election of the Chair. No other persons or bodies external to the Charity were entitled to appoint persons to the Trustee Board.

As an incorporated Local Citizens Advice, we file an Appointment of Director form, APO1, with Companies House within 14 days of the appointment. When details on that form change (eg a change of the Trustee address) form CH01 is filed with Companies House. We have also filed TM01 (for terminating appointment). All forms are in compliance with Companies Act 2006 and are freely available to the public via the Companies House online register.

Induction and training of trustees

All new Directors ("Trustees") are provided with a comprehensive induction on their legal obligations under charity and company law, the Memorandum and Articles of Association, the committee and decision making process, the business plan, access to the Citizens Advice Intranet and recent financial performance of the Charity. They also attend meetings with the CEO and other key staff, appropriate training courses and mentoring by established Trustees to facilitate an understanding of their role.

Trustee Board

The Board is responsible for setting the strategic direction and planning of the organisation, its policies, budgetary and financial control and risk management. The directors carry the ultimate responsibility for the conduct of CAM and for ensuring that the Company/Charity satisfies its legal and contractual obligations.

The Trustee Board had three working committees, the Finance Risk and Audit Committee (FRAC), Business Development, Research & Campaigns (BDRC) and the Human Resources Committee. From mid-2025, as part of CAM's transformation programme it was agreed to establish a new People, Quality & Performance Committee and Strategic and Innovation Committee replacing both the HR and BDRC committees. This will enable the Board to have better oversight of delivery and performance, provide the appropriate critical challenge to the operational Leadership and Management teams as well as align more clearly with the requirements of the national organisation's Leadership Self Assessment Process.

The Board meets a minimum of 6 times a year and delegates day-day management and implementation of its decisions through an executive Leadership Team who attend Board meetings. The Leadership Team consists of the Chief Executive and six heads of department each with individual areas of responsibility to deliver the business plan for the organisation.

Citizens Advice Manchester is a member of Citizens Advice. The Membership Agreement sets out the relationship between a member of the Citizens Advice service and Citizens Advice including our respective roles and responsibilities - some of which are shared (e.g. protecting, promoting and developing the Citizens Advice brand). The Agreement sets out the high-level standards for membership (including service delivery) and some very specific requirements and includes details of what happens if the Agreement is breached by either a member or Citizens Advice.

The quality assurance standards sit underneath the Agreement. These set out the detailed standards which all LCAs that are members of the Citizens Advice service must meet.

Audit Services check compliance with the quality assurance standards and the Membership Agreement through annual regular membership audits.

The Specialist Quality Mark (SQM) and Advice Quality Standards were renewed in October 2024 and May 2025 respectively for a period of 3 years.

Operating policies are independently determined by the Board of Directors in order to fulfil its charitable objectives and comply with the national membership requirements.

CITIZENS ADVICE MANCHESTER TRUSTEES' REPORT

Appointment and remuneration of key management personnel

The Board is responsible for the appointment, including setting and reviewing remuneration, of key management personnel in accordance with CAMs pay framework. The framework, along with salary rates are reviewed annually by trustees in line with the organisation's pay and grading policies which apply to all staff.

Related party considerations and transactions

CAM board members/trustees and key management staff are required to declare any interests and disclose any potential conflicts as per legal requirements and Charity Commission guidance "conflicts of interest: a guide for charity trustees". Where related party transactions exist they will be disclosed as part of these accounts.

CAM's trustees (limited to a maximum of two) hold Trustee/directorships positions on the board of another local Associate Citizens Advice - Citizens Advice Greater Manchester (CAGM), which is a collective body of local Citizens Advice organisations operating within Greater Manchester communities in furtherance of mutual charitable objectives.

Other charities and organisations with which CAM co-operates in the pursuit of its charitable objectives

Notwithstanding the relationship with National Citizens Advice and CAGM as described above, CAM works in partnership with a number of other organisations from private, statutory, health and social care and third sectors to develop and deliver appropriate advice and advocacy services for clients. Where one of the Directors ('Trustees') or key management personnel holds the position of Trustee/Director of another charity or organisation they are required to declare all potential and actual conflicts of interest and may be involved in discussions regarding that other organisation but not in the ultimate decision-making process.

CAM also works in direct partnership with a number of partner LCAs and other charities / organisations where financial considerations exist, including but not exhaustively Shelter, Citizens Advice Liverpool, CASORT, CA Carlisle & Eden, CA Blackpool, CA Lancaster and CA Preston to which it subcontracts grant funding.

Major risks and management of those risks

CAM has a Corporate Risk Management Strategy integrated with a Business Continuity Plan. The Directors recognise that any major risks to which the Charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end CAM is continually monitoring and managing its risk, reviewing the corporate risk register and ensuring action plans are in place to mitigate its key risks.

Included in external risks is that of the loss of funding and premises. The Company/Charity works hard to minimise these two principal risks by continuing to seek to diversify its funding sources and through a clearly defined accommodation strategy. Other internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and for ensuring consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the Charity.

Compliance Statement

Citizens Advice Manchester is committed to ensuring the security and protection of the personal information that we process, and to provide a compliant and consistent approach to data protection.

An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements of GDPR and Data Protection Law.

Our Principles

Citizens Advice Manchester takes the privacy and security of individuals and their personal information very seriously.

Our principles for processing personal information are:

- We will process all personal information fairly and lawfully
- We will only process personal information for specified and lawful purposes
- Where practical, we will keep personal information up to date
- We will not keep personal information for longer than is necessary

CITIZENS ADVICE MANCHESTER TRUSTEES' REPORT

Data Subjects' Rights

At Citizens Advice Manchester, an individual can request information about:

- What personal information we hold about an individual
- The categories of personal information we collect from an individual
- The purposes of collecting and processing personal information from an individual
- How long we plan to keep the personal information
- The process to have inaccurate or incomplete personal information corrected or completed
- Where applicable, the process for requesting erasure of the personal information or for restricting the processing of personal information in accordance with data protection laws, as well as to object to any direct marketing from us

Our compliance plan

Steps taken to ensure compliance with GDPR and data protection:

- We have established procedures and policies to restrict processing of personal information
- We have updated our procedures for data breaches and incident responses
- We have updated our Data Protection Policy, Data Retention Policy, Information Security Policy, Cookies Policy and Privacy Policy
- We have reviewed all processing activities to identify the legal basis for processing personal information and to ensure that each basis is appropriate for the activity it relates to.

Objectives and activities

Charity Objects

The Charity's objects are to promote any charitable purpose for the benefit of the community in the City of Manchester ("the principal area of benefit") and elsewhere by the advancement of education, the protection and preservation of health and the relief of poverty.

Vision

"Our Vision is that we will empower people through information and advice, to champion their individual rights."

Aims

The service aims:

- To provide the advice people need and to empower people to be better able to resolve their future problems
- To campaign to improve the policies and practices that affect people's lives in Manchester
- To engage with local communities and actively deliver preventative programmes

Values

Our values are to be free, independent, confidential and impartial. We will promote diversity, equality and challenge discrimination.

Objectives, strategies and activities

In addition to the continuing provision of high-quality advisory services to the local community the primary objectives for the year were:

Service delivery

To expand our multi (Omni) channel by adding new digital platforms to advice and information that empowers communities and individuals locally, regionally and nationally.

Finance

To strengthen our financial independence and maintain financial stability through diversified income streams, social enterprises and income generation from the private/corporate sector.

Partnerships

To work closely with other partner organisations who are committed to fighting poverty, disadvantage and promoting equality.

CITIZENS ADVICE MANCHESTER TRUSTEES' REPORT

Preventative Work

To work with key partners to implement a programme of preventative work, linked to current issues, to increase community knowledge and develop how we measure the impact of preventative sessions.

Equality, Diversity & Inclusion

To make equality and diversity a part of all our activities and continue to ensure the service is open to all individuals and groups who are discriminated against or excluded.

Campaigning & Media

To make a difference to the lives of vulnerable people by enabling clients to share their stories so as to challenge injustice, change unfair policies and prevent things going wrong in the future.

Public benefit

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

Introduction

We are pleased to present this year's Trustee Report.

In a time of political, economic and demographic uncertainty, continued conflicts in Ukraine and the Middle East and a new Labour Government proposing more devolution and further welfare reforms, demand for our services has grown—and so has our resolve to meet it. This report shares the impact of our work, highlights the voices of those we've helped, and sets out our vision for the future.

1. Services Provided

Our aims and principles are aligned to our membership of the National Citizens Advice network. We are local, regional and national and our purpose is to shape a society where people face far fewer problems by providing

- A free, independent, confidential and impartial information, advice and advocacy service delivered by telephone, face-face (in person, video), digitally (email, webchat, website self help) and in our communities.
- A unique feedback loop from frontline insights to influencing and campaigning for policy change

2. Who we helped in 2024/25

In total, we supported 165,358 people with information, advice, casework and legal advocacy with 248,307 issues across a range of advice categories including energy, consumer, debt, housing and welfare benefits.

3. How we helped

In this year the five biggest advice issue areas were:

- Welfare Benefits (Universal Credit & Tax Credits)
- Debt management, financial services & capability
- Energy efficiency & fuel poverty
- Consumer goods and services
- Housing, possession claims, unlawful eviction and disrepair

4. The Impact we made

We have achieved big number impacts for clients:

- £27.8m in financial gains
- Helped manage £92m of debt of which almost £12m was renegotiated and/or written off for clients
- 378 people accessed specialist housing legal advice; many were helped to remain in their homes

5. Achievements and performance 2024/25

Delivering Quality Advice

Leadership Self-Assessment

The audit process known as the Leadership Self-Assessment is a key condition of our Membership Agreement with Citizens Advice. In 2024, we achieved the maximum score in all areas of our year 2 LSA including strategic business planning; risk management; financial management; people management; operation performance; partnership working; research and campaigns and equality leadership.

CITIZENS ADVICE MANCHESTER TRUSTEES' REPORT

Quality Assurance

CA Manchester has continued to meet both the Advice Quality and Specialist Quality Mark standards this year demonstrating our commitment to delivering high quality and impactful advice.

Campaigns, Research and Social Policy

Some problems are too difficult to solve through advice alone, often where there is a systemic issue with a market, a policy or a set of regulations. In 2024/25 CAM made significant contributions to influencing change, improving policy and practice for our clients' lives through media appearances on BBC Radio 5 Live and Radio Manchester and engaging with MPs on a range of issues including the cost-of-living crisis, and proposed welfare reform.

This year we also campaigned on issues such as housing and homelessness, Child Poverty and raising awareness of hate crime reporting.

Workforce Growth and Organisational Success

Our workforce grew from 190 to 208 during the year welcoming 92 new colleagues to the organisation. Many new staff joined us a result of additional funding/expansion of services and via vacancies left by internal progression and development

To specifically support development and progression in leadership roles, we successfully launched our new accredited ILM Leadership Development Programme, which has been instrumental in building our internal leadership capability with several participants progressing into leadership roles.

We were delighted to achieve Supporter Status with the Greater Manchester Good Employment Charter, a major milestone in our journey toward becoming a recognised employer of choice. The Charter, launched by the Greater Manchester Combined Authority (GMCA) and the Mayor of Greater Manchester, is a benchmark for excellence in employment standards and recognises our commitment to the Charter's seven key characteristics of good employment: secure work, flexible work, pay, engagement and voice, recruitment, people management, and health and wellbeing.

Equity, Diversity and Inclusion

We have made strong progress embedding our EDI priorities across the organisation through our EDI Working Group, alongside HR, Business Support and senior leadership. Some of the highlights are:

- Launched CAM's Hate Crime Reporting Process and implemented procedures to support staff facing discriminatory abuse.
- Delivered ILM training to cohorts 1 and 2, supporting inclusive leadership development.
- Rolled out CAM's first EDI staff survey, capturing lived experience to inform ongoing priorities.
- Produced a video showcasing our EDI journey to date, used in internal communications and recruitment.
- Supported the move into Barlow House—our new, purpose-designed space promoting accessibility and inclusion.
- Introduced a rapid response process to enable timely engagement with leadership on EDI-related issues.

Secured a dedicated annual EDI budget to support awareness campaigns and staff-led celebration events such as Black History Month, Chinese New Year, Macmillan Coffee Morning: Wear Red Day, Blue Monday, Grief Awareness, and proactive support during Ramadan.

Innovations

Client Document Portal

We have developed and implemented a client web-based document sharing portal which has improved client engagement and adviser time efficiencies which facilitates:

- Secure and efficient document sharing between advisers and clients
- Appointment/follow-up management with embedded messaging and nudge technology
- Mitigating against clients not attending appointments and disengaging
- Embedded communications channel options such as WhatsApp, SMS, email, together with automated notification systems to alert client and advisers on progress/outstanding tasks

CITIZENS ADVICE MANCHESTER TRUSTEES' REPORT

6. Diversity of Income and New Partnerships

During 2024-25 CAM has benefitted from funding from a wide range of sources including¹:

Funder	Amount received £	Services delivered
Manchester City Council	1,043,231	A City-Wide telephone, digital and place-based face to face service to the residents of Manchester.
Citizens Advice – Consumer Service	1,000,577	National telephone and digital consumer & energy advice in partnership with other Local Citizens Advice (LCA) offices
Citizens Advice – MAPS F2F Project	401,888	Local F2F and telephone debt advice casework service to Manchester residents
Citizens Advice – MAPS NDL Partnership	692,806	Partnership with NDL to support vulnerable people with debt solutions
Citizens Advice – MAPS National Hub	1,336,696	National Contact Centre providing clients with quality assured and multi-channel debt advice in partnership with other LCAs
Citizens Advice – Help to Claim	326,833	Helping people nationally via phone and digital channels with Universal Credit migration issues
Citizens Advice – Pension Wise	383,714	Pensions guidance delivered in partnership with Wigan and Kirklees offices
The Co-operative Bank	50,710	Vulnerable customer advice and support service
Oddfellows Friendly Society	93,820	Dedicated support and advice on issues such as benefits, debt, money and various legal issues to Society members
Major Trauma Project	92,437	Both hospital and remote advice services directly supporting people (and their families) following a major trauma
Legal Aid Housing Contract	33,666	Delivery of housing legal advice and representation
Electricity North West	859,630	Income maximisation, money management and energy efficiency service to customers in fuel poverty through multiple channels
Cadent Energy	1,213,272	Telephone/digital contact centre and programme of community based energy champion work. Working with Turn2Us and YES Energy.
Citizens Advice - Cadent Foundation	46,271	Delivers enhanced casework and support to vulnerable people
Bewell (Big Life Group)	98,482	Working in partnership with the funder to enable GPs to make direct social prescribing referrals for advice
Trussell Trust	149,396	Advisers co-located in Trussell Trust food banks across the city to provide advice and casework to people accessing a Trussell Trust food bank.
Big Life Group Probation	80,941	Information, advice and casework service for people undergoing rehabilitation
Hospital Trusts: MFT	133,750	A hospital 'in-reach service', providing advice to patients (in North Manchester, Wythenshawe and Manchester Children's Hospital) as part of the hospital discharge process
Pharmacist Support & Spot purchase	58,845	Supporting Benevolent Associations with advice and casework services on behalf of their beneficiaries

¹Only funding of over £40,000 is listed. All funding is detailed in note 3 of the financial statements

CITIZENS ADVICE MANCHESTER TRUSTEES' REPORT

New funding Streams anticipated for April 2025 - March 2026:

Funder	Amount anticipated £	Services to be delivered
Citizens Advice - CEDA (Consumer Energy Debt Advice)	616,225	Consumer Debt Advice Service (CEDA) launching in mid-2025, providing debt advice options to Consumers accessing our Consumer Helpline
Northern Gas Network	461,554	Energy and benefits advice delivered to people in the Northern Gas Network Region. Delivered in partnership with CA Northumberland and CA Leeds as part of the Warm Homes Network scheme

7. Recruitment of New Trustees

We appointed 2 new trustees during 24/25 with significant expertise and knowledge in business development, strategy and risk management. In 2025 we will be recruiting to replace our outgoing honorary treasurer and a trustee with lived experience.

8. Contribution of Volunteers

The Trustee Board recognises the hard work and dedication of volunteers, staff, management and leadership teams who collectively have helped to deliver these achievements. In particular, the organisation recognised the vital contribution of its volunteers.

Throughout 2024 - 25 we have continued to develop our approach to volunteering with a revised strategy which includes:

- Community First Aiders
- Volunteer Form Filler
- Volunteer - Digital Assist Initial Assessor
- Volunteer general advisers

We continue to strengthen our volunteer offer so as to add value to our City-Wide (Manchester) commissioned Advice service, principally in the areas of form filling and Community First Aid which provides wrap-around support to those vulnerable clients who need support to action the advice we have given them. We will recruit from the diverse communities in which we work to ensure that our volunteer base reflects the demographics of our great city.

9. Financial review

Total income for the year was £8,330,282 (2023/24 £8,008,954). Of this £2,599,210 (2023/24 £2,878,232) related to project restricted activities. Direct expenditure for the year was £8,292,085 (2023/24 £7,525,468).

A surplus of £61,174 (2023/24 surplus £561,991) was made in the year. At 31st March 2025, total funds were £3,707,011 of which £298,114 represented restricted funds (2023/24 £3,645,837 of which £329,843 represented restricted funds).

10. Policy on reserves

The trustees have reviewed the Charity's needs for reserves in line with the guidance issued by the Charity Commission and have agreed that unrestricted free reserves (not designated or reserved for specific purposes should be set at 3 months' running costs (£2,082m at 31/03/25).

The Trustee Board believes that the organisation should aim to have reserves at this level to ensure the Charity can run efficiently and meet the needs of the beneficiaries. The trustees have designated £330,000 of unrestricted funds for specific purposes as described at note 18 in the accounts.

The unrestricted reserves, therefore, held by the Charity at 31 March 2025 which are not otherwise designated or reserved (less unrestricted fixed assets & investments of £1,200,514) amounted to £1,878,383, which are considered to be free reserves currently in line with the reserves policy.

CITIZENS ADVICE MANCHESTER TRUSTEES' REPORT

11. Investment policy and objectives

As required in its Memorandum paragraph 3(k) in furtherance of its objects, and for no other purposes, the company has the power to invest the monies of the company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law.

During 24/25 the majority of the charity's funds have been invested with Flagstone (cash deposit platform) alongside direct deposits with CCLA (COIF Deposit Fund) and Santander because of the levels of interest earned, low cost and ease of access. There is also direct investment with Quilter Cheviot. This policy is reviewed annually.

12. Plans for future periods

The future vision, agreed by the Trustee Board, continues to focus on the core strands of growth, inclusion, technology and financial sustainability. This section explains our priorities for April 2025 to March 2026:

- 12.1. Market Expansion:** our ambition is to expand our regional markets and presence across the Northwest region, firmly placing CAM as one of the leading LCAs in the region through building and maintaining strong strategic partnerships and relationships
- 12.2. Developing CAM as a Regional Support Hub:** It is our continued intention in the coming year to explore the possibility of CAM becoming a regional hub (possibly in collaboration with one or more other LCAs) with the potential to take a lead for the:
- strategic planning of advice and research and campaign
 - managing large delivery contracts for Citizens Advice nationally and
 - providing infrastructure services to other local Citizens Advice.

This approach would be aligned to CA national transformation of the network programme which will bring opportunities for growing our existing markets and thereby open up new funding streams.

- 12.3. Innovation:** We will continue to be innovative by developing new products and services that help CAM stay competitive such as:
- Internal comms channels (move from workplace - Workvivo)
 - Introduction of digital project management methodology
 - the introduction of Caseflow - Workflow management tool to replace Adviserflow;
 - refresh the organisational website; the redevelopment of chatbot
- 12.4. Revenue Growth:** A key component of our income generation strategy is to continue to develop our portfolio of corporate investors particularly in the energy and banking sectors. We are also ambitious in the health and justice space and will look to develop our health funding through the Live Well Agenda and our justice funding through the recommissioning of Probation services.
- 12.5. EDI:** Looking ahead, our 2025/26 priorities will focus on embedding EDI within our volunteer recruitment strategy, delivering ILM training to further cohorts, ensuring all our leaders complete unconscious bias training and developing an accessibility toolkit to support clients and staff.

CITIZENS ADVICE MANCHESTER TRUSTEES' REPORT

13. Risk Management

13.1. *Objectives and policies*

The charity's activities expose it to a number of financial risks including credit risk, cash flow risk and liquidity risk. The use of financial derivatives is governed by the Charity's policies approved by the Board of Trustees, which provide written principles on the use of financial derivatives to manage these risks. The Charity does not use derivative financial instruments for speculative purposes.

13.2. *Cash flow risk*

The Charity's activities limit exposure to the financial risks of changes in interest rates. Interest bearing assets are held at variable rates.

13.3. *Credit risk*

The Charity's principal financial assets are bank balances and cash, trade and other receivables, and investments. The Charity's credit risk is primarily attributable to its trade receivables. The amounts presented in the balance sheet are net of allowances for doubtful receivables. An allowance for impairment is made where there is an identified loss event, which based on previous experience, is evidence of a reduction in the recoverability of the cash flows.

The credit risk on liquid funds and derivative financial instruments is limited because the counterparties are banks with high credit-ratings assigned by international credit-rating agencies.

The charity has no significant concentration of credit risk, with exposure spread over a large number of counterparties and customers.

13.4. *Liquidity risk*

In order to maintain liquidity to ensure that sufficient funds are available for ongoing operations and future developments, the Charity uses its cash reserves and operates a reserves policy to manage liquidity risk.

13.5. *Going concern*

Despite challenges and uncertainties as a result of the various global economic disruptors, we do not foresee any financial concerns for 2025 onwards. We have received confirmation from our major funders that income will be sustained through 2025/26, therefore, budgets and financial statements have been prepared on a going concern basis.

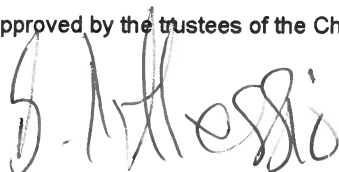
13.6. *Disclosure of information to auditor*

Each trustee has taken steps that they ought to have taken as a trustee in order to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information. The trustees confirm that there is no relevant information that they know of and of which they know the auditor is unaware.

14. Reappointment of auditor

Trustees re-tendered for the provision of audit services during the first quarter of 2025 and following a competitive selection process, re-appointed Azets as Auditors for a period of up to 3 years, subject to annual review of performance and agreement by trustees on remuneration.

Approved by the trustees of the Charity on the 25th November 2025 and signed on their behalf by:



Beverly D'Alessio
Chair/Trustee

CITIZENS ADVICE MANCHESTER

STATEMENT OF TRUSTEES RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2025

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

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

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

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

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

CITIZENS ADVICE MANCHESTER

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF CITIZENS ADVICE MANCHESTER

Opinion

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

In our opinion, the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

CITIZENS ADVICE MANCHESTER

INDEPENDENT AUDITOR'S REPORT (CONTINUED) TO THE MEMBERS OF CITIZENS ADVICE MANCHESTER

Matters on which we are required to report by exception

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

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

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

Responsibilities of trustees

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

Auditor's responsibilities for the audit of the financial statements

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

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

CITIZENS ADVICE MANCHESTER

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF CITIZENS ADVICE MANCHESTER

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

We obtain and update our understanding of the entity, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud.

We identified the following applicable laws and regulations as those most likely to have a material impact on the financial statements: Health and Safety; employment law (including the Working Time Directive); and compliance with both the UK Companies Act and Charities Act.

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the entity through enquiry and inspection;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indicators of potential bias.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Use of our report

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

CITIZENS ADVICE MANCHESTER

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF CITIZENS ADVICE MANCHESTER

Simon Brown

Simon Brown BA ACA DChA (Senior Statutory Auditor)
for and on behalf of Azets Audit Services

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**Chartered Accountants
Statutory Auditor**

Bulman House
Regent Centre
Gosforth
Newcastle upon Tyne
NE3 3LS

CITIZENS ADVICE MANCHESTER

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

Current financial year

	Notes	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Total 2024 £
<u>Income and endowments from:</u>					
Donations and legacies	2	30	-	30	50
Charitable activities	3	5,669,437	2,582,675	8,252,112	7,967,329
Investments	4	55,239	-	55,239	38,454
Other income	5	6,366	16,535	22,901	3,121
Total income		5,731,072	2,599,210	8,330,282	8,008,954
<u>Expenditure on:</u>					
Charitable activities	6	5,729,452	2,562,633	8,292,085	7,525,468
Net gains/(losses) on investments	10	22,977	-	22,977	78,505
Net incoming resources before transfers		24,597	36,577	61,174	561,991
Gross transfers between funds		68,306	(68,306)	-	-
Net income/(expenditure) for the year/ Net movement in funds		92,903	(31,729)	61,174	561,991
Fund balances at 1 April 2024		3,315,994	329,843	3,645,837	3,083,846
Fund balances at 31 March 2025		3,408,897	298,114	3,707,011	3,645,837

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

CITIZENS ADVICE MANCHESTER

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

Prior financial year		Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
	Notes			
<u>Income and endowments from:</u>				
Donations and legacies	2	50	-	50
Charitable activities	3	5,089,097	2,878,232	7,967,329
Investments	4	38,454	-	38,454
Other income	5	3,121	-	3,121
Total income		<u>5,130,722</u>	<u>2,878,232</u>	<u>8,008,954</u>
<u>Expenditure on:</u>				
Charitable activities	6	4,725,270	2,800,198	7,525,468
Net gains/(losses) on investments	10	78,505	-	78,505
Net incoming resources before transfers		<u>483,957</u>	<u>78,034</u>	<u>561,991</u>
Gross transfers between funds		70,981	(70,981)	-
Net income/(expenditure) for the year/ Net movement in funds		<u>554,938</u>	<u>7,053</u>	<u>561,991</u>
Fund balances at 1 April 2023		<u>2,761,056</u>	<u>322,790</u>	<u>3,083,846</u>
Fund balances at 31 March 2024		<u><u>3,315,994</u></u>	<u><u>329,843</u></u>	<u><u>3,645,837</u></u>

CITIZENS ADVICE MANCHESTER

STATEMENT OF FINANCIAL POSITION

AS AT 31 MARCH 2025

	Notes	2025		2024	
		£	£	£	£
Fixed assets					
Tangible assets	12		511,907		22,146
Investments	13		688,607		665,630
			<u>1,200,514</u>		<u>687,776</u>
Current assets					
Debtors	14	1,140,099		2,366,925	
Cash at bank and in hand		3,169,995		2,298,244	
			4,310,094		4,665,169
Creditors: amounts falling due within one year	15	<u>(1,803,597)</u>		<u>(1,707,108)</u>	
Net current assets			<u>2,506,497</u>		<u>2,958,061</u>
Total assets less current liabilities			<u><u>3,707,011</u></u>		<u><u>3,645,837</u></u>
Income funds					
Restricted funds	17		298,114		329,843
<u>Unrestricted funds - general</u>					
Designated funds	18	330,000		864,708	
General unrestricted funds		3,078,897		2,451,286	
			<u>3,408,897</u>		<u>3,315,994</u>
			<u><u>3,707,011</u></u>		<u><u>3,645,837</u></u>

The financial statements were approved by the Trustees on 25/11/25


 Beverly D'Alessio, Chair
 Trustee

Company registration number 02697257

CITIZENS ADVICE MANCHESTER

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Cash flows from operating activities					
Cash generated from operations	23		1,376,232		155,935
Investing activities					
Purchase of tangible fixed assets		(550,956)		(2,166)	
Purchase of investments		(205,531)		(83,746)	
Proceeds from disposal of investments		196,767		77,960	
Investment income received		55,239		38,454	
Net cash (used in)/generated from investing activities			(504,481)		30,502
Net cash used in financing activities			-		-
Net increase in cash and cash equivalents			871,751		186,437
Cash and cash equivalents at beginning of year			2,298,244		2,111,807
Cash and cash equivalents at end of year			<u>3,169,995</u>		<u>2,298,244</u>

CITIZENS ADVICE MANCHESTER

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

Charity information

Citizens Advice Manchester is a private company limited by guarantee incorporated in England and Wales. The registered office is Barlow House, Minshull Street, Manchester, M1 3DZ, England.

1.1 Accounting convention

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

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

The financial statements have been prepared under the historical cost convention, unless otherwise stated in the relevant accounting policies. The principal accounting policies adopted are set out below.

1.2 Going concern

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

1.3 Charitable funds

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

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

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

1.4 Income

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

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

Investment income

Dividends are recognised once the dividend has been declared and notification has been received of the dividend due.

CITIZENS ADVICE MANCHESTER

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

1.6 Tangible fixed assets

Tangible fixed assets costing £5,000 or more are initially measured at cost and subsequently measured at cost, net of depreciation and any impairment losses.

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

Leasehold land and buildings	Over the life of the lease- 10 years straight line
Furniture and equipment	10% to 33% straight line
Computers	33% straight line
Motor vehicles	20% straight line

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

1.7 Fixed asset investments

Fixed asset investments, other than programme related investments, are included at market value at the balance sheet date. 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 period of disposal.

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

1.8 Impairment of fixed assets

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

1.9 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks and other short-term liquid investments with original maturities of three months or less.

CITIZENS ADVICE MANCHESTER

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

1.10 Financial instruments

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

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

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

Basic financial assets

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

Basic financial liabilities

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

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

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

Derecognition of financial liabilities

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

1.11 Taxation

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

1.12 Employee benefits

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

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

1.13 Retirement benefits

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

CITIZENS ADVICE MANCHESTER

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

2 Donations and legacies

	Unrestricted funds general 2025 £	Unrestricted funds general 2024 £
Donations and gifts	30	50

3 Charitable activities

	Income from charitable activities 2025 £	Income from charitable activities 2024 £
Services provided under contract	8,252,112	7,967,329
Analysis by fund		
Unrestricted funds - general	5,669,437	5,089,097
Restricted funds	2,582,675	2,878,232
	8,252,112	7,967,329

CITIZENS ADVICE MANCHESTER

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

3 Charitable activities

(Continued)

	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Citizens Advice - Consumer Service	-	1,000,577	1,000,577	1,121,541
Citizens Advice - Energy Projects	46,271	-	46,271	25,620
Citizens Advice - MAPS F2F	-	401,888	401,888	404,805
Citizens Advice - MAPS Helpline	-	-	-	552
Citizens Advice - MAPS National Hub	1,336,696	-	1,336,696	1,365,883
Citizens Advice - MAPS National Debtline Partnership	692,806	-	692,806	559,185
Citizens Advice - Help to claim	-	326,833	326,833	194,539
Citizens Advice - Pension Wise	-	383,714	383,714	376,332
Manchester City Council	1,043,231	-	1,043,231	960,000
Household Support Fund	-	-	-	350,000
COL Core	-	100,000	100,000	166,667
Pharmacist Support	36,012	-	36,012	34,467
Co-operative Bank	50,710	-	50,710	49,960
Oddfellows	93,820	-	93,820	93,820
Major Trauma Support	92,437	-	92,437	79,488
Electricity North West	859,630	-	859,630	875,992
Be Well	98,482	-	98,482	98,482
Adviserflow trading	- 19,462	-	- 19,462	3,090
Legal Aid Housing	33,666	-	33,666	90,074
Yorkshire Building Society	15,411	-	15,411	12,206
Cadent Gas	817,705	-	817,705	757,657
Cadent Gas - Warm Homes Network	395,567	-	395,567	-
Spot purchase contracts	22,833	-	22,833	23,892
Debt Modernisation Fund	-	-	-	15,947
MFT Hospital Projects	-	133,750	133,750	28,750
Probation Service	-	80,941	80,941	27,198
Trussell Trust	-	149,396	149,396	153,333
BGET Post Office	-	5,576	5,576	34,119
Bureau - other income/funding	53,622	-	53,622	58,730
TDS	-	-	-	5,000
Total	5,669,437	2,582,675	8,252,112	7,967,329

4 Investments

	Unrestricted funds general 2025 £	Unrestricted funds general 2024 £
Interest receivable	55,239	38,454

CITIZENS ADVICE MANCHESTER

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

5 Other income

	Unrestricted funds general 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds general 2024 £
Other income	6,366	16,535	22,901	3,121

Other income in the period includes disbursements re-imbursed and other miscellaneous income.

6 Charitable activities

	Charitable activities 2025 £	Charitable activities 2024 £
Staff costs	5,898,309	5,229,834
Share of support costs (see note 7)	2,360,074	2,271,117
Share of governance costs (see note 7)	33,702	24,517
	<u>8,292,085</u>	<u>7,525,468</u>
Analysis by fund		
Unrestricted funds - general	5,729,452	4,725,270
Restricted funds	2,562,633	2,800,198
	<u>8,292,085</u>	<u>7,525,468</u>

CITIZENS ADVICE MANCHESTER

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

7 Support costs	Support costs	Governance costs	2025	Support costs	Governance costs	2024
	£	£	£	£	£	£
Depreciation	61,196	-	61,196	7,623	-	7,623
Administration costs	426,538	-	426,538	262,115	-	262,115
Premises costs	421,820	-	421,820	318,615	-	318,615
Other support costs	1,450,520	-	1,450,520	1,682,764	-	1,682,764
Audit fees	-	12,400	12,400	-	12,184	12,184
Legal and professional	-	21,302	21,302	-	12,150	12,150
Other governance costs	-	-	-	-	183	183
	<u>2,360,074</u>	<u>33,702</u>	<u>2,393,776</u>	<u>2,271,117</u>	<u>24,517</u>	<u>2,295,634</u>
Analysed between Charitable activities	<u>2,360,074</u>	<u>33,702</u>	<u>2,393,776</u>	<u>2,271,117</u>	<u>24,517</u>	<u>2,295,634</u>

8 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year, but 1 of them were reimbursed a total of £75 (2024 - £183) travelling expenses.

9 Employees

The average monthly number of employees during the year was:

	2025 Number	2024 Number
Senior Management	5	7
Operational Management	23	18
Advice and Advocacy	165	155
Admin and support	9	5
Total	<u>202</u>	<u>185</u>
Employment costs	2025	2024
	£	£
Wages and salaries	5,263,258	4,649,415
Social security costs	481,410	420,332
Other pension costs	153,641	160,087
	<u>5,898,309</u>	<u>5,229,834</u>

CITIZENS ADVICE MANCHESTER

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

9 Employees

(Continued)

The number of employees whose annual remuneration was more than £60,000 is as follows:

	2025 Number	2024 Number
£70,001 to £80,000	1	1

10 Net gains/(losses) on investments

	Unrestricted funds general 2025 £	Unrestricted funds general 2024 £
Gain/(loss) on sale of investments	22,977	78,505

11 Taxation

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

12 Tangible fixed assets

	Leasehold land and buildings £	Furniture and equipment £	Computers £	Motor vehicles £	Total £
Cost					
At 1 April 2024	-	13,600	2,166	34,504	50,270
Additions	542,672	8,284	-	-	550,956
At 31 March 2025	542,672	21,884	2,166	34,504	601,226
Depreciation and impairment					
At 1 April 2024	-	13,600	722	13,801	28,123
Depreciation charged in the year	51,916	1,657	722	6,901	61,196
At 31 March 2025	51,916	15,257	1,444	20,702	89,319
Carrying amount					
At 31 March 2025	490,756	6,627	722	13,802	511,907
At 31 March 2024	-	-	1,444	20,702	22,146

CITIZENS ADVICE MANCHESTER

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

13 Fixed asset investments

	Listed investments £
Cost or valuation	
At 1 April 2024	665,630
Additions	205,531
Valuation changes	(8,764)
Disposals	(173,790)
At 31 March 2025	<u>688,607</u>
Carrying amount	
At 31 March 2025	<u>688,607</u>
At 31 March 2024	<u><u>665,630</u></u>

Fixed asset investments revalued

The historical cost of the investments at the balance sheet date was £591,869 (2024: £549,129).

At the year end the following investments represented more than 5% of the total value of the investment portfolio:

Allianz UK & European Investment Funds £60,912
 MI Quilter Cheviot Investment Fund £59,178
 Blackrock Fund Managers £86,346
 Schroder International Selection £47,836

14 Debtors

	2025 £	2024 £
Amounts falling due within one year:		
Trade debtors	943,699	2,214,601
Other debtors	134,918	27,128
Prepayments and accrued income	61,482	125,196
	<u>1,140,099</u>	<u>2,366,925</u>

CITIZENS ADVICE MANCHESTER

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

15 Creditors: amounts falling due within one year

	Notes	2025 £	2024 £
Other taxation and social security		257,320	1,014,969
Deferred income	16	67,499	24,980
Trade creditors		1,223,509	601,158
Other creditors		35,241	52,702
Accruals and deferred income		220,028	13,299
		<u>1,803,597</u>	<u>1,707,108</u>

16 Deferred income

	2025 £	2024 £
Other deferred income	<u>67,499</u>	<u>24,980</u>

Deferred income is included in the financial statements as follows:

	2025 £	2024 £
Deferred income is included within:		
Current liabilities	<u>67,499</u>	<u>24,980</u>
Movements in the year:		
Deferred income at 1 April 2024	24,980	24,980
Released from previous periods	(24,980)	-
Resources deferred in the year	<u>67,499</u>	<u>-</u>
Deferred income at 31 March 2025	<u>67,499</u>	<u>24,980</u>

CITIZENS ADVICE MANCHESTER

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

17 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2023		Movement in funds		Balance at 1 April 2024		Movement in funds		Balance at 31 March 2025	
	£	£	Incoming resources	Resources expended	Transfers	£	Incoming resources	Resources expended	Transfers	£
BGET Post Office	-	34,119	-	(34,119)	-	-	5,577	(5,577)	-	-
Citizens Advice - Consumer Service	-	1,121,542	1,121,542	(1,121,542)	-	-	1,000,577	(1,000,577)	-	-
Citizens Advice - Pensionwise	-	376,332	376,332	(376,332)	-	-	383,714	(383,714)	-	-
TDS Foundation	1,781	5,000	-	(6,781)	-	-	-	-	-	-
Citizens Advice - Help to Claim	-	194,539	194,539	(194,539)	-	-	326,833	(326,833)	-	-
Col Core	-	166,667	166,667	(166,667)	-	-	100,000	(100,000)	-	-
Citizens Advice - MAPS F2F	-	404,805	404,805	(361,924)	(42,881)	-	401,888	(351,977)	(49,911)	-
Glasspool	4,203	-	-	-	-	4,203	-	-	-	4,203
MHCC	29,128	-	-	(3,213)	-	25,915	-	(10,602)	-	15,313
Vulnerable Renters Scheme	268,278	-	-	(13,660)	-	254,618	-	-	-	254,618
MCC - Household Support Fund	19,400	350,000	350,000	(319,308)	(28,100)	21,992	-	(3,616)	-	18,376
MFT Hospital project	-	28,750	28,750	(28,750)	-	-	133,750	(133,750)	-	-
Probation Service	-	27,198	27,198	(4,083)	-	23,115	80,941	(85,661)	(18,395)	-
Trussell Trust	-	153,333	153,333	(153,333)	-	-	149,396	(149,396)	-	-
Debt Modernisation Fund	-	15,947	15,947	(15,947)	-	-	-	-	-	-
CEO Peer Group	-	-	-	-	-	-	16,534	(10,930)	-	5,604
	322,790	2,878,232	2,878,232	(2,800,198)	(70,981)	329,843	2,599,210	(2,562,633)	(68,306)	298,114

CITIZENS ADVICE MANCHESTER

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

17 Restricted funds

(Continued)

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

Citizens Advice - Consumer Service

Citizens Advice Manchester has been delivering the consumer service across England and Wales since 2017. We employ 24 trained advisers to support clients with general consumer, energy and postal issue. We previously worked in partnership with Citizens Advice Sheffield until August 2023, but recognising changes to the delivery model it was mutually agreed that it was no longer feasible or viable to deliver the service under a partnership model.

Citizens Advice - Money Advice & Pensions Service, Face-to-Face Debt Advice Project

Delivered since 2008, we employ 7 caseworkers to provide face-to-face, telephone and web chat advice, supporting some of the most vulnerable local people with complex money problems.

Citizens Advice - Help to Claim

Since April 2019 we have delivered a comprehensive Universal Credit support service locally and nationally via phone and digital channels. During 2024 the service was upscaped by 5 FTE to support the continued rollout of Universal Credit by the DWP.

Citizens Advice Pension Wise

Citizens Advice Manchester working in partnership with Citizens Advice Wigan and Citizens Advice Kirklees delivers the government's face-to-face Pension Wise (free pension guidance) service via telephone and from a range of locations on an appointment basis across Greater Manchester and Kirklees.

Manchester City Council - Cost of Living (COL) Support

We received additional funding from Manchester City Council to support individuals and families in Manchester impacted by cost of living pressures.

MFT (Manchester Foundation Trust) - Hospital Project

In-patient advice service delivered from North Manchester General Hospital, Manchester Children's Hospital and Wythenshawe Hospital. Providing advice on a range of issues to help patients and their families resolve issues which may be delaying discharge from hospital or increasing the likelihood of readmission to hospital.

Probation Wellbeing Service

Working as part of a Greater Manchester wide partnership, led by the Big Life Group, to deliver the advice element of an innovative service to increase the wellbeing of people on probation and decrease the likelihood of further offending behaviour. The service is delivered from physical hubs, one in each of the city regions 10 boroughs, and also offers telephone advice following referral.

Trussell Trust - Food Bank Project

Delivery of a holistic advice service delivered from 14 food banks across the city. The service provides advice to people who are using a food bank with a focus on maximising their incomes to prevent the need to rely on food banks in the future.

CITIZENS ADVICE MANCHESTER

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

17 Restricted funds

(Continued)

CEO Peer Group

CAM receives, holds and distributes funds on behalf of the LCA network with the specific purpose of facilitating strategic leadership, critical challenge and support to the national organisation, while facilitating sharing of best practice, innovation and development.

Fund transfers

Transfers in the year have been reflected when all terms and conditions of restricted funding have been met.

CITIZENS ADVICE MANCHESTER

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

18 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Balance at 1 April 2023	Resources expended	Transfers	Balance at 1 April 2024	Transfers	Balance at 31 March 2025
	£	£	£	£	£	£
Designated	1,122,692	(11,865)	(246,119)	864,708	(534,708)	330,000
	<u>1,122,692</u>	<u>(11,865)</u>	<u>(246,119)</u>	<u>864,708</u>	<u>(534,708)</u>	<u>330,000</u>

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

Designated Fund

The Trustee Board recognises, plans for and designates specific unrestricted funds for the following purposes and objectives which are expected to be expended by April 2026:

- to enable CAM to meet various strategic objectives set and agreed by Trustees and
- to develop service delivery initiatives, provide innovative solutions to its service users and modernise and improve organisational efficiency

19 Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total Unrestricted funds	Restricted funds	Total
	2025	2025	2025	2024	2024
	£	£	£	£	£
Fund balances at 31 March 2025 are represented by:					
Tangible assets	511,907	-	511,907	22,146	22,146
Investments	688,607	-	688,607	665,630	665,630
Current assets/(liabilities)	2,208,383	298,114	2,506,497	2,628,218	2,958,061
	<u>3,408,897</u>	<u>298,114</u>	<u>3,707,011</u>	<u>3,315,994</u>	<u>3,645,837</u>

Included in unrestricted funds is £330,000 (2024: £864,708) which relates to designated funds.

20 Financial commitments, guarantees and contingent liabilities

Pension commitments

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the scheme and amounted to £153,641 (2024: £160,087).

CITIZENS ADVICE MANCHESTER

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

21 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2025	2024
	£	£
Within one year	246,182	225,913
Between two and five years	346,993	479,478
	<u>593,175</u>	<u>705,391</u>

22 Related party transactions

Remuneration of key management personnel

The remuneration of key management personnel is as follows.

	2025	2024
	£	£
Aggregate compensation	<u>396,750</u>	<u>408,610</u>

Transactions with related parties

During the year the charity entered into the following transactions with related parties:

Advisorflow

Advisorflow Ltd was related to the charity in the prior year by virtue of a member of key management being a director of the company. This relationship ceased from September 2024. The charity incurred costs of £nil (2024: £3,600).

AMC

AMC Limited was related to the charity in the prior year by virtue of a member of key management being a director of the company. This relationship ceased from September 2024. The charity incurred costs of £nil (2024: £5,000).

Greater Manchester Citizens Advice

Citizens Advice Greater Manchester Limited is related to the charity by virtue of a member of key management being a director of the company. The charity received income of £2,995 (2024: £47,356) and was owed £nil (2024: £nil) at the year end. The charity also incurred costs of £nil (2024: £7,854) and owed £nil (2024: £nil) at the year end.

CITIZENS ADVICE MANCHESTER

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

23 Cash generated from operations	2025	2024
	£	£
Surplus for the year	61,174	561,991
Adjustments for:		
Investment income recognised in statement of financial activities	(55,239)	(38,454)
Gain on disposal of investments	(14,214)	(72,719)
Depreciation and impairment of tangible fixed assets	61,196	7,623
Movements in working capital:		
Decrease/(increase) in debtors	1,226,826	(1,528,219)
Increase in creditors	53,970	1,225,713
Increase in deferred income	42,519	-
Cash generated from operations	1,376,232	155,935

- 24 Analysis of changes in net funds**
The charity had no debt during the year.