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**CITIZENS ADVICE HILLINGDON LTD**  
(A Company limited by guarantee)

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**TRUSTEES REPORT AND FINANCIAL STATEMENTS**

**For the year ended 31 March 2025**



**Registered Number: 03028957**  
**Charity Number: 104599**

**CITIZENS ADVICE HILLINGDON LTD**  
**(A Company limited by guarantee)**

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**LEGAL AND ADMINISTRATIVE INFORMATION**  
**For the year ended 31 March 2025**

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**Trustees**

Richard Ashaye  
Doug Bird

Felicity Cooper-resigned 19.09.2025

Noreen Sumra-resigned 27.08.2024  
Kirpal Tahim  
Mark Beese Jarvis – resigned 01.05.2024  
Hemali Patel  
Anthony Burles  
Tina Odam- appointed 10.09.2024  
Fatima Kamran-appointed 10.09.2024

**Management Team**

Rick Jensen – CEO resigned 30.04.2024  
Mark Beese Jarvis – CEO appointed 01.05.2024  
David Sewell – Finance Manager  
Jasminder Nagra – Advice Services Manager

**Company Registered Number**

03028957

**Charity Registered Number**

1045991

**Registered Office**

The Colonnade, Civic Centre, High Street, Uxbridge, Middlesex, UB8 1UW

**Financial Conduct Authority Authorisation Number**

FRN: 617635

**Auditors**

Parker Cavendish, Suite 301, Howard Road, Stanmore business & Innovation Centre, Stanmore Middlesex  
HA7 1FW

**Bankers**

Unity Trust Bank, 9 Brindley Place, 4 Ozells Square, Birmingham, B1 2HB

# **CITIZENS ADVICE HILLINGDON LTD**

## **(A Company limited by guarantee)**

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### **TRUSTEES' REPORT (continued)**

#### **For the year ended 31 March 2025**

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The trustees are pleased to present their annual trustees' report together with the financial statements of the charity Citizens Advice Hillingdon Ltd (HCA 'the charity') for the year ending 31 March 2025 which are also prepared to meet the requirements for a trustees' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and 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 2015).

### **OBJECTIVES AND ACTIVITIES**

#### **Summary of objects**

The principal objects of the company are to promote any charitable purpose for the benefit of communities in the London Borough of Hillingdon and in neighbouring boroughs, "the area of benefit" by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

The charity's main function is to provide a high quality advice and information service which is free, confidential, independent and impartial. The two aims of the service are: To ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the services available to them or through an inability to express their needs effectively; and equally, to exercise a responsible influence on the development of social policies and services, both locally and nationally.

#### **Aims of the charity/mission statement**

The charity specifically aims to serve the needs of people who live in the London Borough of Hillingdon and neighbouring areas for reliable, high quality advice and information on their rights and responsibilities. As an independent charitable organisation, it aims to work in partnership with other voluntary, statutory and private agencies for the benefit of its clients.

HCA aims to provide free, confidential, independent and impartial advice to people regardless of their race, religion, age, disability or gender.

The objectives of the charity are put into practice through providing generalist advice at bureaux in Hillingdon, a telephone advice line and, in addition, a variety of specialised services for vulnerable groups in the community and people in debt.

#### **Main objectives for the year**

HCA's main objectives for the year, in line with its commitment to playing a full part in the implementation of the Five Year Strategic Plan of national Citizens Advice, were as follows:

- Responding to the changing needs of Hillingdon residents for advice
- Increasing access to advice and information generally
- Service development
- People development through training and support

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**TRUSTEES' REPORT (continued)**  
**For the year ended 31 March 2025**

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**OBJECTIVES AND ACTIVITIES (continued)**

**Strategies for achieving objectives**

HCA has a resources strategy as detailed in its Strategic Business Development Plan (SBDP) for 2025-26 covering funding and fundraising, staff and volunteer recruitment and training, premises, equipment and IT, the implementation of which aims to ensure that all necessary inputs are in place to enable HCA to achieve its objectives.

**Significant activities contributing to achievement of stated objectives**

The unrestricted grant of £285,000(2024: £285,000) from the London Borough of Hillingdon (LBH) for 2024-25 enabled HCA to provide a high quality free, confidential, impartial and independent advice and information service throughout Hillingdon. As a result of the global pandemic and lockdowns services had to be provided differently. Rather than being mainly provided face to face at bureaux located in Uxbridge and Hayes, most services were provided by telephone, webchat and email. This has helped to ensure that we were able to carry on our service with little disruption when our main premises in Uxbridge were closed by the council under an extensive refurbishment programme.

Ten funders in total provided various grants to fund additional advice for the general public, projects and specialist services to targeted groups and communities as detailed below.

Mental Health Needs: funding of £60,018 was received from London Borough of Hillingdon to provide another year of welfare benefits and debt advice service for users of mental health services.

Henry Smith Charity: a grant of £43,667 was received to deliver benefits advice from April 2024 to March 2025.

Trussell Trust: grant funding of £42,653 was received from Trussell Trust to provide an advice service to those using the Foodbank in Hillingdon.

Energy redress fund: Funding of £12,149 to provide advice and support on energy issues to vulnerable customers.

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**TRUSTEES' REPORT (continued)**  
**For the year ended 31 March 2025**

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**OBJECTIVES AND ACTIVITIES (continued)**

National Lottery: a grant of £39,615 was received from national Citizens Advice for volunteer training, gateway and employment advice.

Trust for London: a grant of £27,373 was received for generalist advice

Riverside NHS: a grant of £28,000 was received during the for a Universal Credit advice post on site

City Bridge: a grant of £47,667 for a money advisor

McMillan Cancer: a grant of £83,261 to establish a welfare benefits advice service

**Use of volunteers**

Despite Covid restrictions no longer being in place there remains an impact on our volunteers. Many of our volunteers took a break during the pandemic and most services were provided by paid staff for the majority of the year. However, as restrictions eased we were delighted to welcome our volunteers back into a wide variety of roles which included gateway assessors, benefit form fillers, research & campaigns and administrative workers.

This has left a knock-on effect of reduced volunteer staff. We are in an ongoing process of recruiting new volunteers.

**ACHIEVEMENTS AND PERFORMANCE**

**Review of performance against objectives**

We continue to be rated good by Citizens Advice central office. Our membership of Citizens Advice and our Advice Quality Standard remains in place for 3 years.

In the course of 2024-2025, Citizens advice Hillingdon supported on 14,063 enquiry issues, 8,751 being from residents living in Hillingdon. Advisers provided 1,278 clients additional support through advice and casework, over 68% of whom were known to have a disability. During the course of 2024-2025, CAH helped achieve £1,728,167 in financial outcomes for clients, of which included £1,523,484 in income gain, £70,548 in total debts written off and £134,135 in total additional financial benefits.

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**TRUSTEES' REPORT (continued)  
For the year ended 31 March 2025**

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**ACHIEVEMENTS AND PERFORMANCE (continued)**

Over 90% of clients reported that they were happy with the service they received from CAH and would recommend our services to others. Over 85% of clients supported found that it was easy to access our service and that we made a positive difference to their situation. The majority of clients supported, also reported a boost in their confidence, increased knowledge on their next steps and an evidential improvement to their health and wellbeing.

**STATEMENT ON PUBLIC BENEFIT**

The objectives and activities, and achievements and performance sections of this report clearly set out the activities which HCA undertakes for the public benefit.

The Trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to public benefit guidance published by the Commission in determining the activities undertaken by the charity. In the interest of transparency, the Trustees make the following observations on the two key principles of public benefit.

**Principle 1: The must be an identifiable benefit or benefits**

1a It must be clear what the benefits are

*The clear benefits provided by HCA are delivered through the various service areas which are described in the Significant Activities and Achievements and Performance sections of this report and reflected in the disclosure of charitable expenditure in the Statement of Financial Activities.*

1b The benefits must be related to the aims

*HCA's aims are to provide the advice that people need for the problems they face and to improve the policies and practices that affect people's lives. The Trustees review the activities of the charity against its aims on an ongoing basis and are satisfied that all activities continue to be related to the aims.*

1c Benefits must be balanced against any detriment or harm

*No specific issues of detriment or harm arising from the work of HCA have been identified.*

**Principle 2: Benefit must be to the public or a section of the public**

2a The beneficiaries must be appropriate to the aims

*Ultimately society as a whole will benefit from HCA's activities.*

2b Where the benefit is to a section of the public, the opportunity to benefit must not be unreasonably restricted by geographical or other restrictions; or by the ability to pay any fees charged.

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**TRUSTEES' REPORT (continued)**  
**For the year ended 31 March 2025**

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**STATEMENT ON PUBLIC BENEFIT (continued)**

*As outlined above there are no restrictions on benefits. As outlined in the body of this report significant numbers of people benefit from the activities and the opportunity to do so is open to a still wider group.*

2c People in poverty must not be excluded from the opportunity to benefit

*As outlined above there are no restrictions on benefits and people in poverty are at the heart of what the Charity does.*

2d Any private benefits must be incidental

*A number of private benefits do necessarily arise from the activities of the charity. In particular, the charity finds it essential to employ and remunerate staff. These private benefits are, however, incidental as they are a necessary by-product of carrying out the charity's aims.*

**FINANCIAL REVIEW**

Our acquisition and retention of new sources of funding has continued to mitigate our reliance on the unrestricted grant from LBH which represented 42% of total grant income in 2024-25 compared with 40% in 2023-24, and 41% in 2022-23. One other project funded by LBH brought total funding from the Borough to 46% compared to 44% in 202-24 and 49% in 2022-23.

HCA (like most Local Citizens Advice services) is largely dependent on funding from statutory agencies, however grants from Charitable Trusts and Corporate Responsibility giving made up 50% compared with 53% in 2023-24 and 52% in 2022-23 of overall funding.

HCA participated in the Local Government Pension Scheme. This participation ended in May 2025 when the remaining members of the scheme were transferred to new employers. As a result, we no longer carry a valuation of the pension scheme in our accounts.

**Reserves policy and going concern**

The reserves policy of the charity, following its annual review of this policy in 2024-25 and taking into account the requirements of the Citizens Advice Membership Scheme introduced in April 2017, is to work towards holding reserves that represent a minimum of four months projected expenditure of the organisation which is expected to be equivalent to £130,667 at the start of 2025-26. The ongoing review of the reserves policy will continue to take into account the need for four months projected expenditure for a 'green' financial health rating from national Citizens Advice, together with any changed demands on the funds of the charity, for example, a Pension Fund liability provision.

The total level of reserves held is £214,614 and restricted funds not available for general purposes amounted to £0 at the end of the reporting period. As at 31 March 2025, the Charity's unrestricted reserves, including designated funds were £214,614.

**CITIZENS ADVICE HILLINGDON LTD**  
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**TRUSTEES' REPORT (continued)**  
**For the year ended 31 March 2025**

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The charity had no commitments not provided for as liabilities as at 31 March 2025 and no functional assets of value which it considered to represent a commitment of the reserves held.

The trustees have reviewed the circumstances of the charity and consider that adequate resources continue to be available to fund the activities of the charity for the foreseeable future. The cash flow is in good position with no cash flow issues forecast for the next 12 months. There was a deficit of £58,067 for the current year. The charity has cash at bank of £202,449 and net current assets of £214,614 as at 31 March 2025. The trustees are of the view that the charity is a going concern.

**Investment policy and performance**

Under the Memorandum and Articles of Association, the Charity has the power to deposit or invest funds in any manner having regard to the suitability of investments and the need for diversification. At the present time the trustee's policy is to maintain such monies on deposits earning a market rate of interest.

**PLANS FOR THE FUTURE**

Aims and objectives are unchanged and activities are planned to continue with improvements in access to advice and information remaining the top priority.

Key priorities will be to

- a) manage the provision of services while main office is closed by Hillingdon council
- b) widen access to initial advice and information by recruiting and training additional volunteer and paid telephone gateway staff

# CITIZENS ADVICE HILLINGDON LTD

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### TRUSTEES' REPORT (continued)

#### For the year ended 31 March 2024

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#### PLANS FOR THE FUTURE (continued)

- c) offering additional benefits advice and casework and, for the first time, offering employment advice in-house
- d) broadening our range of partnerships and outreach locations, making advice more accessible to the most vulnerable in our community

#### STRUCTURE AND GOVERNANCE

##### Constitution and organisational structure

Meetings of the Trustees as a Management Committee govern the organisation. Relevant matters are delegated to a Finance & Fundraising Sub-Committee and a Staffing & Resources Sub-Committee, who then report to the Management Committee. The Management Committee meets quarterly and the Sub-Committees meet four times a year. The Director of the organisation and two Managers who form the management team manage the day to day operation of the service.

Finance & Fundraising    Tina Odam (Chair for Finance and Fundraising meetings)  
                                      Doug Bird  
                                      Fatima Siddiq  
                                      Kirpal Tahim  
                                      Hemali Patel

Staffing & Resources    Felicity Cooper  
                                      Doug Bird  
                                      Noreen Sumra  
                                      Richard Ashaye

The organisation is related to national Citizens Advice through membership. Arrangements for setting the pay and remuneration of the charity's key management personnel (and all employees) are decided locally by the Finance & Fundraising Sub-Committee with inflation increases being given annual consideration (with these mostly being 1-2% in recent years).

In view of the nature of the charity the Finance & Fundraising Sub-Committee takes into account the typical pay levels for local Citizens Advice roles in Outer London and, if recruitment has proven difficult a market addition is also paid provided it is reasonable and within the means of the charity.

##### Recruitment and appointment of Trustees

Trustees are recruited through various forms of publicity (e.g. website, displays, leaflets) in the area of operation. Trustees are elected and co-opted under the terms of the Articles of Association. In accordance with these, the minimum number of trustees in office at any time must be four and up to the maximum number of fifteen. All elected Trustees shall retire from office at the third annual general meeting at which they were elected but may be re-elected.

##### Induction and training of Trustees

HCA implements standard Citizens Advice procedures for induction and training which are regularly reviewed. Training needs are regularly assessed following a skills audit of Trustees. Training opportunities are publicised to all Trustees so that skills and knowledge can be updated and augmented.

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**TRUSTEES' REPORT (continued)**  
**For the year ended 31 March 2025**

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**Risk Management**

Major risks to which the organisation is exposed, as identified by the Trustees, are regularly reviewed by the Board and, as necessary, appropriate action is taken by reviewing funding, personnel, policy procedures and all control systems to mitigate such risks. The trustees have a risk management strategy which comprises:

- an annual review of the principal risks and uncertainties that the charity faces;
- the establishment of policies, systems and procedures to mitigate those risks identified in the annual review; and
- the implementation of procedures designed to minimise or manage any potential impact on the charity should those risks materialise.

This work has identified that financial viability is the major financial risk for the charity. A key element in the management of financial risk is a regular review of available liquid funds to settle debts as they fall due, regular liaison with the bank, and active management of trade debtors and creditors balances to ensure sufficient working capital by the charity.

Attention has also been focused on non-financial risks arising from fire, health and safety of employees and clients. These risks are managed by ensuring accreditation is up to date, having robust policies and procedures in place, and regular awareness training for staff working in these operational areas.

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**TRUSTEES' REPORT (continued)**  
**For the year ended 31 March 2025**

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**Trustees' responsibilities in relation to the financial statements**

The trustees (who are also directors of Citizens Advice Hillingdon for the purposes 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business

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

In so far as we are aware:

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

**AUDITORS**

Parker Cavendish as the company's auditors at the last Annual General Meeting and have expressed their willingness to continue in that capacity.

This report was approved by the Trustees on 22<sup>nd</sup> December 2025 and signed on its behalf, by:

**Hemali Patel, Chair**

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**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF**  
**CITIZENS ADVICE HILLINGDON LTD**

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**Opinion**

We have audited the financial statements of Citizens Advice Hillingdon Ltd ('the company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities incorporating the Summary Income and Expenditure Account, the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 'The Financial Reporting Standard Applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 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 and the Charities Act 2011.

**Basis for opinion**

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

**Conclusions relating to going concern**

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

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

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

**Other information**

The 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. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated.

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**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF**  
**CITIZENS ADVICE HILLINGDON LTD**

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If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

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

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the Trustees' Annual Report is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we required for our audit.

**Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement set out on page 10, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

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

The trustees have elected for the financial statements to be audited in accordance with the Charities Act 2011 rather than the Companies Act 2006. Accordingly, we have been appointed as auditors under section 145 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

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 aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

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**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF**  
**CITIZENS ADVICE HILLINGDON LTD**

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**Explanation as to what extent the audit was considered capable of detecting irregularities, including fraud**

The objectives of our audit in respect of fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses to those assessed risks; and to respond appropriately to instances of fraud or suspected fraud identified during the audit.

However, the primary responsibility for the prevention and detection of fraud rests with both management and those charged with governance of the charitable company.

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the charitable company and considered that the most significant are the Companies Act 2006, the Charities Act 2011, the Charity SORP, and UK financial reporting standards as issued by the Financial Reporting Council.
- We obtained an understanding of how the charitable company complies with these requirements by discussions with management and those charged with governance.
- We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, by holding discussions with management and those charged with governance.
- We inquired of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations.
- Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. This included making enquiries of management and those charged with governance and obtaining additional corroborative evidence as required.

As part of an audit in accordance with ISAs (UK) we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- 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. 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.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.

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**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF**  
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- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

**Use of our report**

This report is made solely to the charity's trustees, as a body, in accordance with Chapter 3 of Part 8 of the Charities Act 2011. Our audit work has been undertaken so that we might state to the 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 any party other than the charity and charity's trustees as a body, for our audit work, for this report, or for the opinion we have formed.



Marco Gazza (Senior statutory auditor)  
For and on behalf of Parker Cavendish

Date:

Suite 301  
Stanmore Business & innovation Centre  
Stanmore  
Middlesex  
HA7 1FW

**CITIZENS ADVICE HILLINGDON LTD**  
(A Company limited by guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES**  
(Incorporating Income and Expenditure account) For the year ended 31 March 2025

	Note	Restricted Funds £	Unrestricted Funds £	Total Funds 2025 £	Total Funds 2024 £
<b>INCOMING RESOURCES</b>					
<i>Income and endowments from:</i>					
Donations		-	4,088	4,088	6,487
<b>Investment income</b>					
Interest receivable		-	5,054	5,054	5,290
Income from charitable activities	2,3	388,066	285,000	673,066	665,473
<b>Total Incoming Resources</b>		<b>388,066</b>	<b>294,142</b>	<b>682,208</b>	<b>677,250</b>
<b>EXPENDITURE</b>					
<i>Charitable activities</i>					
Advice and information	4	388,066	352,209	740,275	832,861
<b>Total expenditure</b>		<b>388,066</b>	<b>352,209</b>	<b>740,275</b>	<b>832,861</b>
<b>Net income/(expenditure)</b>		<b>-</b>	<b>(58,067)</b>	<b>(58,067)</b>	<b>(155,611)</b>
Actuarial (loss)/gain on defined benefit pension scheme	13	-	-	-	124,000
<b>Net movement in funds</b>		<b>-</b>	<b>(58,067)</b>	<b>(58,067)</b>	<b>(31,611)</b>
Fund balances brought forward at 1 April 2024		-	272,681	272,681	304,292
<b>FUND BALANCES CARRIED FORWARD AT 31 MARCH 2025</b>		<b>-</b>	<b>£ 214,614</b>	<b>£214,614</b>	<b>£272,681</b>

All the above results are derived from continuing activities.

The notes on pages 19 to 29 form part of these financial statements.

**CITIZENS ADVICE HILLINGDON LTD**  
**(A Company limited by guarantee)**

Company number:03028957

**BALANCE SHEET**  
**As at 31 March 2025**

	Notes	2025		2024	
		£	£	£	£
<b>FIXED ASSETS</b>					
Tangible fixed assets	7		-		180
<b>CURRENT ASSETS</b>					
Debtors	8	171,679		101,121	
Cash at bank		202,449		279,158	
		<u>374,128</u>		<u>380,279</u>	
<b>CREDITORS:</b> amounts falling due within one year	9	<u>(159,514)</u>		<u>(107,778)</u>	
<b>NET CURRENT ASSETS</b>			<u>214,614</u>		<u>272,501</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>			214,614		272,681
<b>TOTAL NET LIABILITIES</b>	12		<u>£214,614</u>		<u>£272,681</u>
<b>CHARITY FUNDS</b>					
Restricted Funds			-		-
Unrestricted funds					
Designated funds	11		-		196,083
General funds - General	11		214,614		76,598
			<u>£214,614</u>		<u>£272,681</u>

The notes on pages 19 to 29 form part of these financial statements.

The financial statements were approved and authorised for issue by the board and were signed on its behalf on 22<sup>nd</sup> December 2025.

**Hemali Patel**  
Chair

**Ernestina Larbi-Odam**  
Treasurer

**CITIZENS ADVICE HILLINGDON LTD**  
**(A Company limited by guarantee)**

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

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
<b>Cash flow from operating activities</b>		
Net cash inflow from operating activities	(81,763)	(173,629)
<b>Cash flows from investing activities</b>		
Interest income	5,054	5,290
<b>Cash flows from financing activities:</b>		
Net cash used in financing activities	-	-
<b>Change in cash and cash equivalents in the year</b>		
Cash and cash equivalent at the beginning of the year	279,158	447,497
Cash and cash equivalent at the end of the year	202,449	279,158
	=====	=====
	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Net income/(expenditure) for the year	(58,067)	(155,611)
<b>Adjusted for:</b>		
Depreciation	180	7,663
Defined benefit pension scheme cost less contribution (note 13)	-	29,000
Defined benefit pension scheme finance cost (note 13)	-	(30,000)
Investment income	(5,054)	(5,290)
Decrease/(increase) in debtors	(70,558)	(16,102)
(Decrease) in creditors	51,736	(3,289)
	-----	-----
<b>Net cash provided by operating activities</b>	<b>(81,763)</b>	<b>(173,629)</b>
	=====	=====
	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Cash in hand and at bank	202,449	279,158
Total cash and cash equivalents	202,449	279,158
	-----	-----
	=====	=====

**CITIZENS ADVICE HILLINGDON LTD**  
**(A Company limited by guarantee)**

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

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**1. ACCOUNTING POLICIES**

**1.1 Basis of preparation of financial statements**

a) Basis of preparation of financial statements

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard application in the UK and Republic of Ireland (FRS102), (Effective 1 January 2015) - (Charities SORP (FRS102) and the Companies Act 2006. Citizens Advice Hillingdon meets the definition of a public benefit entity under FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated.

b) Preparation of the accounts on a going concern basis

At the time of approving the accounts, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future and at least twelve months from the date of approval of these financial statements. This expectation is based on budgets and forecasts supported by secured funding, and a strong cash position. In addition, by no longer being part of the Hillingdon Local Government Pension Scheme, (after the year end) the charity is now no longer subject to potential large deficits in the scheme. The trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

**1.2 Company status**

The company is a company limited by guarantee. The members of the company are the Trustees named on page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

**1.3 Fund accounting**

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

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

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

**1.4 Income**

All income is included in the Statement of Financial Activities (SOFA) when the company is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor has specified the income is to be expended into a future period.

**1.5 Resources expended**

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities. Where costs cannot be directly attributed to particular activities they have been allocated on a basis consistent with the use of the resources.

Direct costs, including directly attributable salaries, are allocated on an actual basis to the key strategic areas of activity. Overheads and other salaries are allocated between the expense headings on the basis of time spent.

**CITIZENS ADVICE HILLINGDON LTD**  
**(A Company limited by guarantee)**

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

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**1.5 Resources expended (continued)**

Support costs are those costs incurred directly in support of expenditure on the objects of the Charity and are allocated to activities on a consistent basis.

Governance costs are those incurred in connection with enabling the Charity to comply with external regulation, constitutional and statutory requirements and in providing support to the Trustees in the discharge of their statutory duties

**1.6 Tangible fixed assets and depreciation**

All assets costing more than £500 are capitalised.

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

Furniture, fittings and equipment    -    33.3%    straight line

**1.7 Operating leases**

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

**1.8 Pensions**

The company as a member of a defined benefits pension scheme. As membership ceased in May 2025 with no liabilities, we no longer include a valuation in our accounts

The company also operates a defined contribution scheme and the pension charge represents the amounts payable by the company to the fund in respect of the period.

**1.9 VAT**

The charity is not registered for VAT. In common with many other charities, Citizens Advice Hillingdon expenses include VAT incurred, which cannot be recovered.

**CITIZENS ADVICE HILLINGDON LTD**  
**(A Company limited by guarantee)**

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

**2. COMPARATIVE —2024 STATEMENT OF FINANCIAL ACTIVITIES**

	Restricted Funds	Unrestricted Funds	Total Funds 2024
	£	£	£
<b><i>Income and endowments from:</i></b>			
Donations	-	6,487	6,487
<b>Investment income</b>			
Interest receivable	-	5,290	3,290
Income from charitable activities	380,473	285,000	665,473
<b>Total Income</b>	<b>380,473</b>	<b>313,635</b>	<b>665,473</b>
<b>EXPENDITURE</b>			
<b><i>Charitable activities</i></b>			
Advice and information	380,473	452,388	762,336
<b>Total expenditure</b>	<b>380,473</b>	<b>452,388</b>	<b>762,336</b>
Actuarial gain on defined benefit pension scheme	-	124,000	124,000
<b>Net movement in funds</b>	<b>-</b>	<b>(31,611)</b>	<b>(31,611)</b>
<b>Reconciliation of Funds</b>			
Fund balances brought forward	-	(304,292)	304,292
<b>FUND BALANCES CARRIED FORWARD</b>	<b>£ -</b>	<b>£272,681</b>	<b>£272,681</b>

**CITIZENS ADVICE HILLINGDON LTD**  
**(A Company limited by guarantee)**

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

<b>3. INCOMING RESOURCES FROM CHARITABLE ACTIVITY</b>	<b>Total</b>	<b>Total</b>
<b>- ADVICE AND INFORMATION</b>	<b>Funds</b>	<b>Funds</b>
	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
<b>Unrestricted</b>		
London Borough of Hillingdon - LBH	285,000	285,000
Other income	9,142	17,777
	-----	-----
	294,142	296,777
	=====	=====
<b>Restricted</b>		
Mental Health Money Advice	60,018	60,000
MacMillan Cancer	83,261	-
Henry Smith Charity	43,667	43,667
Trussell Trust Foodbank	42,653	42,653
City Bridge	47,667	50,347
GLA Funding	(8,100)	8,100
Trust for London	27,373	23,373
National Lottery grant	39,615	78,294
Nationwide Community DASH	(500)	53,047
Energy Redress	12,149	9,900
Riverside NHS Trust	28,000	7,992
London Borough of Ealing	4,286	28,091
Talisman Trust	6,977	-
Hospital Saturday	1,000	-
	-----	-----
	£388,066	£380,473
	=====	=====

**CITIZENS ADVICE HILLINGDON LTD**  
**(A Company limited by guarantee)**

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

**4. RESOURCES EXPENDED**

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Direct costs - Advice and information	637,942	685,933
Support costs - Advice and information	102,333	146,928
	£740,275	£832,861
	£740,275	£832,861

**SUPPORT COSTS COMPRISE OF:**

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Support staff costs	33,320	56,645
Premises costs	8,847	465
Office costs	48,884	78,753
Governance costs	12,594	11,064
	£103,645	£146,928
	£103,645	£146,928

Support costs are costs of central management. These costs are allocated to activities as above based on staff costs.

**5. NET EXPENDITURE**

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
This is stated after charging:		
Depreciation of tangible fixed assets:		
- owned by the charity	180	7,663
Auditors' remuneration		
- audit fees (excluding VAT)	5,000	5,040
Pension costs (plus additional contributions)	43,143	44,735
	£48,123	£57,443

**CITIZENS ADVICE HILLINGDON LTD**  
**(A Company limited by guarantee)**

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

<b>6. STAFF COSTS AND NUMBERS</b>	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Staff costs were as follows:		
Wages and salaries	567,097	616,111
Social security costs	52,284	53,724
Defined benefit pension costs	-	29,000
Defined contribution pension costs	45,834	15,736
Staff expenses	1,423	25,422
	<u>£666,838</u>	<u>£739,993</u>

The average number of employees employed by the charity during the year was as follows:

	<b>No.</b>	<b>No.</b>
Advice and information	16	20
Support	2	2
	<u>18</u>	<u>22</u>

No employee received remuneration amounting to more than £60,000 in the year (2024: £nil)

The key management personnel of the charity comprise the Director, Advice Services Manager and Finance Manager. The total employee benefits of the key management personnel of the charity were £113,112 (2024: £148,640).

During the year, the Trustees didn't receive any remuneration or reimbursed expenses (2024: £0).

There were no related party transactions requiring disclosure in the year (2024: none).

**CITIZENS ADVICE HILLINGDON LTD**  
**(A Company limited by guarantee)**

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

<b>7. TANGIBLE FIXED ASSETS</b>	<b>Furniture fittings and equipment £</b>	
<b>Cost</b>		
At 1 April 24		86,918
Additions		-
		<u>86,918</u>
At 31 March 2025		<u>86,918</u>
<b>Depreciation</b>		
At 1 April 2024		86,738
Charge for the year		180
		<u>86,918</u>
At 31 March 2024		<u>86,918</u>
<b>Net book value</b>		
At 31 March 2025		-
		<u><u>-</u></u>
At 31 March 2024		<u>180</u>
		<u><u>180</u></u>
<b>8. DEBTORS</b>	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
<b>Due within one year</b>		
Other debtors	1,830	-
Accrued income	169,849	101,121
	<u>171,679</u>	<u>101,121</u>
	<u><u>£171,679</u></u>	<u><u>£101,121</u></u>
<b>9. CREDITORS: amounts falling due within one year</b>	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Trade creditors	278	1,673
Accruals and deferred income	69,072	20,272
Taxation and Social Security	81,742	58,036
Pensions	8,421	27,797
	<u>159,513</u>	<u>107,778</u>
	<u><u>£159,513</u></u>	<u><u>£107,778</u></u>
<b>10. NET DEFERRED INCOME</b>	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Amount deferred in the year	52,068	15,541
	<u>52,068</u>	<u>15,541</u>
	<u><u>£52,068</u></u>	<u><u>£15,541</u></u>

The deferred income relates to funds received in advance and specifically instructed to be used in the next financial period.

**CITIZENS ADVICE HILLINGDON LTD**  
**(A Company limited by guarantee)**

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

11. STATEMENT OF FUNDS	Brought forward £	Incoming resources £	Resources expended £	Pension gain/(loss) £	Transfers in/(out) £	Carried forward £
<b>DESIGNATED FUNDS</b>						
Covid-19 Response	14,000	-	-	-	(14,000)	-
Pilot Schemes	20,000	-	-	-	(20,000)	-
IT Modernisation	20,000	-	-	-	(20,000)	-
Project Over-run	10,000	-	-	-	(10,000)	-
End of Contracts	20,000	-	-	-	(20,000)	-
Hayes Contingency	15,000	-	-	-	(15,000)	-
Pension Deficit	97,083	-	-	-	(97,083)	-
Subtotal	196,083	-	-	-	(196,083)	-
<b>GENERAL FUNDS</b>						
Pension funds	-	-	-	-	-	-
General funds	76,598	294,142	(352,209)	-	196,083	214,614
Subtotal	76,598	294,142	(352,209)	-	196,083	214,614
<b>Total unrestricted funds</b>	£272,681	£294,142	£(352,209)	-	-	£214,614

Pilot Schemes - £20,000 - to enable HCA's involvement in otherwise unfunded pilots that may give the charity an edge in securing future funding streams in the post-Covid-19 environment

IT Modernisation – £20,000 – this is for costs, including consultancy and IT support, associated with developing our IT for the new ways of working as a result of Covid-19, improved business efficiency, continuity and service delivery.

Project Over-run - £10,000 - to enable projects that lose funding to withdraw their services to the public in an ethical manner safeguarding the interests of ongoing clients

End of Contracts Contingency - £20,000 – to cover losses from penalty clauses and non- receipt of final payments should contracts be ended in contentious circumstances

Hayes Contingency - £15,000 - to enable short-term continuation of service delivery at current levels in the event of any significant reduction in overall funding, or changes to ways of working as a result of Covid-19

Covid-19 Response - £14,000 – this is to provide against the impact of Covid-19 pandemic on our operations including expected difficulty in meeting targets and consequent potential clawback from funders.

Pension Deficit - £97,083 – held against any potential requirement for the organisation to make a substantial contribution towards its part of the Hillingdon Local Government Pension Scheme deficit

**CITIZENS ADVICE HILLINGDON LTD**  
**(A Company limited by guarantee)**

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

**11. STATEMENT OF FUNDS (continued)**

<b>RESTRICTED FUNDS</b>	<b>Brought forward</b>	<b>Incoming resources</b>	<b>Resources expended</b>	<b>Transfers in/(out)</b>	<b>Carried forward</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Mental Health Money Advice	-	60,018	(60,000)	-	-
Henry Smith grant	-	43,667	(43,667)	-	-
Trust for London	-	27,373	(27,373)	-	-
Trussell Trust Foodbank	-	42,653	(42,653)	-	-
National Lottery	-	39,615	(78,294)	-	-
Riverside NHS	-	28,000	(28,000)	-	-
Various grants	-	150,740	(150,740)	-	-
<b>Total</b>	-	<b>£388,066</b>	<b>£(388,066)</b>	-	<b>£ -</b>

**Mental Health Money Advice**

This project provides a welfare benefits and debt advice service for users of mental health services.

**Henry Smith Grant**

This project delivers benefit advice

**Trust for London**

This project provides generalist advice,

**Trussell Trust Grant**

This project is to provide an advice service to those using the Foodbank in Hillingdon.

**National Lottery**

A 3 year grant to cover Hillingdon Helpers

**Riverside NHS:** grant to provide a mental health and well being advisor

**Various grants:** funding of £120,494 was received.

**CITIZENS ADVICE HILLINGDON LTD**  
**(A Company limited by guarantee)**

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

**11. STATEMENT OF FUNDS (continued)**

<b>SUMMARY OF FUNDS</b>	<b>Brought forward £</b>	<b>Incoming resources £</b>	<b>Resources expended £</b>	<b>Pension movement £</b>	<b>Transfers in/(out) £</b>	<b>Carried forward £</b>
Designated funds	196,083	-	-	-	(196,083)	-
General funds:						
- general	76,598	294,142	(352,209)	-	196,083	214,614
- pension	-	-	-	-	-	-
	<u>272,681</u>	<u>294,142</u>	<u>(352,209)</u>	<u>-</u>	<u>-</u>	<u>214,614</u>
Restricted funds	-	388,066	(388,066)	-	-	-
<b>Total funds</b>	<u>£272,681</u>	<u>£682,208</u>	<u>£ (740,275)</u>	<u>£-</u>	<u>-</u>	<u>£214,614</u>

The transfers represent reallocations agreed by Trustees

**12. ANALYSIS OF NET ASSET BETWEEN FUNDS**

	<b>Restricted Funds £</b>	<b>Unrestricted Funds £</b>	<b>Total funds 2025 £</b>	<b>Total funds 2024 £</b>
Tangible fixed assets	-	-	-	180
Current assets	83,787	290,341	374,128	380,729
Creditors due within one year	(83,787)	(72,727)	(159,514)	(107,778)
Pension – liability	-	-	-	-
	<u>£ -</u>	<u>£214,614</u>	<u>£214,614</u>	<u>£272,681</u>

**CITIZENS ADVICE HILLINGDON LTD**  
**(A Company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
**For the year ended 31 March 2024**

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**13. PENSION COMMITMENTS**

Citizens Advice Hillingdon participated until May 2025 in the Local Government Pension Scheme which is a defined benefit arrangement. It is administered in accordance with the Local Government Pension Scheme Regulations 1197, as amended. It is contracted out of the State Second Pension Scheme and is a funded pension scheme. It is a multi-employer scheme. The last full actuarial valuation of this scheme was carried out by a qualified independent actuary as at 31 March 2022.