ADVICEUK

ANNUAL REPORT AND CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2026

Charity Registration No. 299342

Company No. 02023982

ADVICEUK

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ADVICEUK

REFERENCE AND ADMINISTRATIVE DETAILS
For the year ended 31 March 2026

Trustees	B Badesha V Greenwood J Ipyana A Quinn N Sombu C White L Clark M Dronfield A Hafeez (Appointed 29 January 2026) N Jessop (Appointed 27 November 2025)
Chair	B Badesha
Chief Executive	L Bayram
Company Secretary	L Bayram
Company Number	02023982 (England & Wales)
Charity Number	299342
Registered Office	83, Victoria Street, London SW1H 0HW
Website	www.adviceuk.org.uk
Auditor	Sumer Audit Co Fitzroy House Crown Street Ipswich Suffolk IP1 3LG

Introduction from the Chair

Our 2025/26 annual report once again highlights how our members continue to support growing demand from clients who have increasingly complex cases whilst struggling to recruit and retain staff and dealing with continued decline in funding – be it statutory or from trusts and foundations.

Our latest annual membership survey exposed the challenge so many members are facing

- Over 88% of members who responded reported a rise in demand compared to 2024
- Over 95% stated the complexity of client cases had also increased since 2024
- The top three reasons for their lack of capacity were increased demand for their services, a lack of funding or recruitment and retention of staff, especially qualified staff.

Over the past 12 months, AdviceUK has actively contributed to a growing understanding of and dialogue with government on the critical role the advice sector plays; both supporting people to access their rights and deal with the many challenges they face such as debt, housing and access to welfare support. It has remained challenging to secure clear progress on the issues that matter most to our members. Namely sustainable funding, support to recruit/retain staff and, of course, the need for a cross-government advice strategy to ensures advice services are seen as critical infrastructure to how government delivers public services.

Alongside this, all political parties growing focus on immigration and its impact as well as challenging changes to immigration law and access to welfare have left many members dealing with increasingly complex and urgent cases and, of course, distressed clients. Some members offering immigration advice have also been targeted in local community protests. It must be said this past year has, for many members, been amongst the most challenging for some time. AdviceUK has done what it can – through dialogue with stakeholders; consultation responses, media comment as well as advice and support directly to members – to help our sector navigate these turbulent times.

By the end of this financial year, AdviceUK welcomed 49 new advice services to our network and retained over 95% of our members. As one of those members, I know the valuable support my advice service receives from AdviceUK and it was positive to see so many of our members echo this in our annual membership survey. Members who responded gave us a 4.3 grade out of 5; with 92% stating they felt we represented their needs effectively. With limited resources ourselves. I'm proud of this feedback and of the efforts the staff team, the Board as well as our partners make to ensure we do all we can to make our members' work easier.

I want to end by thanking our staff for all their dedication and support as we continue to improve our benefits to members. As always, our trustees deserve thanks too for giving their time, expertise and support. And, of course, our funders. This year City Bridge Foundation; the London Legal Support Trust, the London Funders Propel programme; Money and Pension Service and the Scottish Government – have directly funded some of our work and more importantly allowed us to re-grant funding to our members and other advice services.
Most of all I want to thank our members without whom AdviceUK would have no legitimacy. Whether you responded to our survey, took part in Advice Week or attended a forum or working group, I want to thank you for your continued support.

Best wishes



Baljit Badesha, Chair of AdviceUK Board of Trustee

Why we exist

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

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

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

Our values, which underpin all that we do, are

We are fair	• We support people and show empathy • We are open, transparent and responsible • We promote diversity and inclusion
We are independent	• We challenge where change is needed • We stand up for what we believe in • We celebrate the uniqueness of AdviceUK and our members.
We are collaborative	• We work together to achieve shared goals • We build trusted relationships • We listen with an open mind, adopt a flexible and pragmatic approach
We are creative	• We are bold and dynamic in our approach • We reflect and learn from experience • We develop solutions and support based on evidence

Our impact

We are a charity that makes a big impact. In 2025-26 we have, among many things-

- Welcomed 49 new members who now benefit from the support and expertise of our network (eight more than last year)
- Retained 95% of our members (1% more than last year)
- Secured and directly delivered £2.1m of funding to advice services including many of our members.

Our latest member survey demonstrated how valued our work is -

- Members graded our support as 4.3 out of 5 for the second-year running (35% gave us 4 stars; 48% gave 5 stars)
- Over 90% of members said they were confident AdviceUK represented the needs of their service effectively.

Our achievements and activities

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

Support our members and, through them, the communities they serve	We do this by • Listening to and involving members in how we shape the support we provide for their advice-giving needs • Providing benefits and services that strengthen and sustain community-based advice giving
Advocate for our members and through them, the communities they serve.	We do this by • Working with members and stakeholders; understanding what's important to them and, where needed, championing change • Representing and raising awareness of our members collectively: in ways that value their diversity and independence.
Connect our members with each other and key stakeholders.	We do this by • Nurturing collaboration, peer support and shared learning, building long-term partnerships. • Developing and sustaining diverse networks that benefit members and stakeholders.
Innovate: lead change that improves people's lives and strengthens community advice	We do this by • Developing and facilitating better ways of giving and resourcing advice that improve the lives of people with legal and social welfare problems. • Providing members with advice and insight into new ideas and emerging trends

SUPPORT- this year we have supported our members and, through them, the communities they serve in many ways. Our increased investment in member benefits and support has continued. We now have a new dedicated funding and programmes team. We have shaped our plans for how we support more members to access sustainable funding. Among other things, our new funding strategy aims to build on our success and learning as a re-granter of funding for advice services in Scotland, namely our Advice in Accessible Settings programme. We will focus on supporting other funders to see the benefits of a re-granting approach with AdviceUK, especially in supporting small, diverse community-based advice services to be part of a programme they would not have capacity to bid for in isolation. It will also support AdviceUK to build relationships with new funders both to directly support members and enhance the support we can offer as a second-tier organisation.

Alongside this, AdviceUK also secured a new seven-year £1.5 million programme to work with some of its London-based members to co-design flexible career pathways across the sector and continue building a representative, diverse, sustainable, and community-led advice sector across London. The programme, which starts later in 2026, is funded by Propel (a cross-sector collaboration, made up of funders, equity partners and organisations led by and for London's communities) and builds on the work we delivered with Propel over the last three years. The new programme supports advice workers' entire career journey – from first steps into paid advisory roles to progression, management and leadership.

Whilst London-focussed, the programme will support our wider efforts to transforms our learning and skills offer to members. This year, working directly with members, we have agreed several ways in which our training and qualifications offer can improve e.g. new management and leadership programmes and new peer networks for members at different stages of their career. Work on this will commence in the coming year.

We were also successful in re-bidding to manage the Advice in Accessible Settings programme. The Scottish Government committed to a further three years of funding, thanks to the strong evidence of impact the 106 advice services involved were having, including 33 of AdviceUK's Scottish members. In the final year of the current programme the fund totalled £1.525 million and supported over 7800 people across 30 or the 32 local authorities in Scotland. Collectively the programme secured financial gains of just under £22.1m and managed over £4.8m of debt. The new three-year funding starts in April and is a total of £1.799 million in the first year.

This year's member survey once again showed how much our members value the wide range of support we provide. Our funding update retained its position as "most valued benefit" but our regular member forums and events; our training, Advice Pro (our case management system) as well as our regular e-newsletters were all in the top five. It was also positive to see a growing number of members stating they valued our free wellbeing service for their staff. Aside from access to a range of wellbeing tools; it offers free counselling; a range of shopping discounts and other benefits.

Finally, AdviceUK improved its renewal process for members this year and built a new integrated pathway for organisations join us. We also better defined our value/benefits making them easier to communicate to potential new members and began active marketing of membership at events, through social media etc. Whilst early days, we believe this and a higher profile (thanks to our advocacy work) helped us welcome 49 new members, a 19.5% increase on last year's recruitment. We are keen to welcome more advice services into membership because we know our support enables them to be more sustainable services, better support their clients and, as part of a community, share learning and experiences with each other.

Advocate- this year we have advocated for our members and, through them, the communities they serve by building on the success of our first ever Advice Week last year and by developing our plans to establish a policy and public affairs function in Scotland. This will ensure our Scottish members' vital role and concerns are raised with the Scottish Government and other devolved regulators and decision-makers.

Our on-going AdviceSaves campaign used Advice Week 2025 to highlight the workforce challenges facing the independent advice sector and to call on government to work with the sector to develop an advice workforce strategy in the same way it had done for the early years and social care workforces in the past.

We published a landmark report AdviceWorks (https://content.adviceuk.org.uk/advice-works-report) cautioning that staff shortages threatened to undermine the free and independent advice sector, which millions of people who are most in need in our society rely on. With the cost-of-living crisis and the current strain on the welfare system, advice services are the first line of support for many, but services struggle to meet skyrocketing demand. Based on the experiences of AdviceUK members and a literature review, the report painted a concerning picture of an advice sector that is at a breaking point. The report revealed advice services under intense strain across Britain: with demand for free, independent advice in 2025–2026 40% higher than the 2018–2022 average. Despite the drastic increase, almost all organisations (88%) who took part in our research reported major recruitment and retention difficulties. Most feared they won't be able to meet the needs of clients turning to them for support. Only one in ten felt extremely confident they have the resources to operate beyond the next year.

Our focus on workforce challenges has been the backdrop to much of our advocacy work this year. We have worked with members to evidence not just the challenges they face but the innovation and great practice many are using to overcome these. We have seen great examples of in-house training schemes as well as the adoption of AI to help reduce advisors' time spent on administration; so they have more time with clients. We believe the solutions to these challenges lie in the sector's own innovation and this will be an integral focus of our on-going campaign to secure a workforce development strategy for the sector.

We have continued to meet with MPs, civil servants and funders to explore a range of ideas on how best to move forward. One highlight was our engagement with the Ministry of Justice's Legal Support Strategy Board. It has agreed to include workforce challenge in its programme and has internally been working with other government departments to raise the profile of advice. The level of system change advice services need will take time to evidence and persuade but remains our focus now and in the future. This year AdviceUK has engaged with 76 parliamentarians in Westminster on a range of issue. In doing so, we have increased their understanding and nurtured a growing number of advocates for the work of advice services.

AdviceUK has also grown its wider policy influence, in particular working with members to respond to several government consultations on changes to welfare benefits such as the two-child cap; proposed changes to earned settlement status for migrants as well as providing evidence on legal aid and wider funding challenges for advice services to the Public Accounts Committee. One highlight was the opportunity for AdviceUK to give oral evidence to the Justice Select Committee's inquiry into access to justice. These and increased effort to react to relevant media stories, public comments and published reports from others have all helped AdviceUK raise the profile of the vital role of advice services in print, online and broadcast media. We have valued the support of many of our members who have provided comment or access to services for recording often at the last minute when these opportunities arise.

Connect - this year we have connected our members with each other and, as already shared, with funders in so many ways. Every day we encourage members to talk to each other about shared areas of interest through direct one-to-one connections as well as our Scotland and England and Wales forums. We have also increased member involvement in many aspects of our work, especially in shaping our advocacy work. This is critical to ensuring the policies we create and the advocacy we do is grounded in members' everyday experiences.

During the summer of 2025, AdviceUK was asked by the charity Rightsnet to explore a potential merger. The aim was to enable their much-valued services to continue to support our members and other advice workers to connect with each other through their online community and in other ways. AdviceUK and Rightsnet were genuinely excited by the opportunities that joining forces would provide to build on the work that both organisations do in supporting access to justice across the UK. The Boards of both charities commissioned a joint feasibility study into the potential for merger. Based on its findings, it was with regret AdviceUK's Board concluded it was not possible at this time to come together within AdviceUK's existing group structure.

In the last two years, trustees have invested to transform AdviceUK so it is better able to support our members and ensure the issues that matter most to them and the wider sector e.g. sustainable funding, workforce challenges are addressed. Given this, the Board decided the focus must remain on delivering these priorities and the capacity and resources to support a merger was a step too far.

And finally, Advice Week again supported our members to engage with their MPs, funders and other local decision-makers both in their local community, online and at the national launch of our *AdviceWorks* report in Westminster. This was attended by 20 MPs as well as the Minister for Courts and Legal Services (Sarah Sackman KC MP) who spoke warmly about the sector and her experiences of volunteering at Toynbee Hall in London when she trained to be a lawyer. The Week's focus was on how to support recruitment and retention of the advice sector's workforce. Its impact was broad, helping us to grow our engagement with members and decision-makers. This year we achieved greater reach than our first Advice Week in 2024. We had over 850 downloads of our Advice Week toolkit; almost 1,450 downloads of the reports itself and secured over 400 pieces of media coverage, including a slot of BBC Radio 4's You and Yours. Collectively we estimate the media coverage had an audience reach of over 72 million.

Innovate - this year we have led change that improves people's lives and strengthens community advice

by continuing to support members to access funding that supports them to use artificial intelligence (AI). Increasingly members are looking to use AI to reduce the administrative burden on their staff and free up adviser time for their clients. We have continued to work in partnership with Wyser Ventures Ltd and ACMS Ltd to enhance the integration of Wyser's notetaker product - ASSIST – into AdvicePro. We have facilitated members, who were early adopters of WyserAssist in 2024, to share their positive experience and learning with other members. We have also provided advice and support on how to access funding to use this technology. Our latest member survey highlights a growing interest in the use of AI amongst members with some already using it and more considering the opportunity. This is the first time we have asked AI related questions in the survey so we can track take-up and barriers to use going forward. The main barriers for use were stated as data protection/confidentiality; affordability, accuracy and lack of staff training

Another big focus for AdviceUK this year has been on the development of our data strategy. The focus has been on ensuring we are effectively using the data we already have to improve our support to members and to better evidence the issues we are raising in our advocacy work.

Finally, none of these achievements would be possible if we didn't continue to work with the Board to ensure we are an effective and sustainable organisation ourselves. Among the key developments this year, we have

- introduced a new performance management framework ensuring all staff have personal objectives set and that they are clear how these help us achieve our organisational workplan for the year
- invested in a range of management training and systems such as SharePoint and BrightHR to support us to work together effectively; to ensure organisational policies are consistently implemented and much more.
- established a new staff forum so all staff have a further way to influence our strategy, raise issues they want consider and comment on new internal policies or procedures we develop.
- undertaken a full compliance review to ensure AdviceUK is implementing requirements and, as a result, actioned a few changes to either improve compliance areas and/or reduce bureaucracy.

We also conducted our first all staff survey. It made clear our internal communications and learning and development needed to improve. Also, that some of our staff benefits need to improve and/or be better communicated. Overall, the survey evidenced most staff were positive about AdviceUK as an employer. The highlights included

- 95% of staff said they were satisfied with their role, with 24% feeling somewhat motivated and 71% feeling very motivated in their role
- 91% of staffing stated they would recommend AdviceUK as a place to work
- 85% felt positive about their wellbeing at work and our organisational culture.

Our future plans

Looking ahead to 2026/27, we will be progressing our strategic objectives in the following ways:

Support our members and, through them, the communities they serve	We will be • Reviewing our membership fees and subscriptions to ensure they are more transparent whilst remaining fair for all members • Looking to further grow our membership, with an initial focus on reaching more advice services in the housing sector • Considering our current membership eligibility criteria to ensure it doesn't exclude any advice services as models of delivery change. • Delivering funding programmes secured for this year and looking to grow opportunities to support members through engagement with new funders
Advocate for our members and through them, the communities they serve.	We will be • Progressing our AdviceSaves campaign, to secure the policy goals that support improved recruitment and retention of the advice sector workforce • Establishing a dedicated policy and public affairs function in Scotland, so our members benefit from improved advocacy and representation at Scottish government and regulator levels.
Connect our members with each other and key stakeholders.	We will be • Implementing our learning and skills review findings, in particular this year deciding how best to support the delivery of new management and leadership training for members; developing a blended approach to our learning offer and establishing peer support networks for members' staff and volunteers at different stages of their career • Improving member support both to be ready for partnership working and to assess whether they can lead or be part of partnership opportunities when they arise. • Establishing a new commercial partnership function to further improve our collaboration with existing subsidiaries and partners as well as develop new opportunities to support members in the future.
Innovate: lead change that improves people's lives and strengthens community advice	We will be • Improving our impact reporting by investing in tools that help staff better use our data and by developing our impact measurement for external and internal use • Assessing the technology needed to improve how we engage with members, supporting our membership and learning and skills goals • Continuing to improve the quality of the data we gather from members and potential members • Continue supporting members' engagement with AI

We will do this whilst continuing to ensure we are an effective and efficient organisation. Next year we will be reviewing our salary and grading structure; developing a competency framework to better support performance management and enable our staff to understand what is required to progress their career at AdviceUK. We'll also start to scope what AdviceUK's equality, diversity and inclusion strategy needs to include.

ADVICEUK
STRUCTURE, GOVERNANCE and MANAGEMENT
For the year ended 31 March 2026

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

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

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

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

Strategy & Plans
The Trustees review AdviceUK's vision and mission periodically (every 3-4 years) in the context of updating their strategy and plans. The next full review will take place during 2028-29 so the charity's new strategy can be shared as it celebrates its 50th anniversary in April 2029. Each year the management team review the rolling three-year strategy, to consider its impact; any emerging issues that may require response and then make recommendations to the Board at its annual Strategy Meeting. After this the management team develop an annual plan and budget setting out how the strategy will be delivered in the coming financial year for the Board to approve.

The affairs of the Charity are governed by a Board of Trustees who are the members and Directors of the Company for the purposes of the Companies Act 2006 and the Trustees of the Charity for the purposes of charity legislation. They are all volunteers and include both independent and Network Member, ensuring a balance of skills and perspectives. All new Trustees attend a programme of induction before joining the Board. Trustees normally serve for terms of three years and may serve more than one term but usually not more than three. The Board usually meets 6 times per year; quarterly to monitor financial and operational activity and 2 or 3 other occasions during the year to develop and approve plans, review policies and services. A Resources Committee, comprising the Chair, two Vice-Chairs, the Treasurer and a trustee with HR experience meets three times a year to focus on, among other things, financial; investment and people matter as well as risk management and key technology developments. It makes recommendations to the Board.

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

A Senior Leadership Team appointed by the Chief Executive works together to support staff to deliver the Board's approved strategy and annual plan. As at the 31 March 2026 there were 27 staff, (18.84 full-time equivalents) and 1 secondee.

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

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

Risks and Financial Control
The Trustees have a risk management strategy involving an annual review of the major risks to which the charity is exposed and the approval of systems and actions for managing and mitigating them. A risk register is produced, updated at least annually and reviewed at Board meetings. In 2026, the Board reviewed its risk register and identified no high-level risks affecting the charity and agreed that mitigations were adequate to maintain risks at a medium or low grade. The Board sets annual budgets and requires reporting against them quarterly. It monitors all aspects of financial performance and financial management through its meetings. It reviews internal financial management and reporting arrangements at least annually. In terms of day-to-day financial control, a comprehensive and robust set of financial procedures are in place with management accounts reviewed monthly through budget variance meetings with the senior leadership team who are all budget holders.

The Group
Total Group income during the year was £5,999,110, an increase of £611,776 compared with £5,387,334 in the previous year. Total expenditure during the year was £6,244,803 an increase of £781,400 compared with £5,463,403 in the previous year. Overall, the Group had a deficit of £362,860 for the year (2025: deficit of £76,069). The budgeted deficit for the year was £140,000, reflecting the Board's planned use of reserves to invest in its new strategy and services for members. The variance against budget was principally due to the underperformance of investments held with CCLA. At the close of the year, the funds held on deposit with CCLA were valued at £1,080,706, lower than at the start of the financial year. This movement was consistent with wider market trends. Since year end, the fund value has increased to £1,206,499. At 31 March 2026 the Group had unrestricted funds of £2,170,337, (2025: £2,542,063) and restricted funds of £259,922 (2025: £251,056). The Trustees plan to apply most of any annual surpluses to investment in staffing, equipment and product development to improve services to members.

The Charity
Total income for the Charity during the year to 31 March 2026 was £5,685,416 an increase of £653,496, compared with £5,031,920 in the previous year. Expenditure on governing the Charity was £83,138 (2025: £90,747) but remains below 1.8% of total expenditure. The Charity's total unrestricted income during the year was £3,523,273 (2025: £3,306,125). Associated expenditure increased to £3,819,421 (2025: £3,406,095) as reserves continued to be invested in the new strategy. Total restricted income during the year was £2,162,143 (2025: £1,746,910) – most of which was for distribution to members. Associated expenditure was £2,151,889 (2025: £1,789,313) funded by income during the year.

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

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

Reserves Policy
The Board has classified tangible assets and investments within its designated funds in order to show more clearly the amount of assets remaining as uncommitted and therefore available as free reserves. In accordance with this policy the Charity's free reserve at the close of the year, stood at £252,407 (2025: £233,289). The Board considers the amounts in reserve adequate to cover the levels of business risk inherent in its policies aimed at achieving further growth in its income to enable investment in more capacity to effectively pursue its objects.

Investments Policy
A portion of the charity's reserve has been placed on deposit with the CCLA fund to achieve a level of return. The Board has no current plans for further investment; it intends to place funds not needed for immediate spending on short-term deposit to achieve at least some return.

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

Appointment of Auditors
Auditors for 2026-27 will be appointed in accordance with section 485 of the Companies Act 2006 at a Board meeting to be held in September 2026.

ADVICEUK
TRUSTEES' RESPONSIBILITIES STATEMENT
For the year ended 31 March 2026

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

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

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

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

Statement as to disclosure of information to auditors

In so far as the Trustees are aware:

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

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

Small Companies Regime

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

This report was approved by the Board on 24th September 2026 and signed on its behalf by:

B. Badesha

Baljit Badesha
Chair

ADVICEUK

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES AND MEMBERS OF ADVICEUK

Opinion

We have audited the financial statements of ADVICEUK (the 'Charity') and its subsidiaries (together the 'Group') for the year ended 31 March 2026 which comprises of the Consolidated Statement of Financial Activities (including an Income & Expenditure Account), the Consolidated Balance Sheet, the Charity Balance Sheet, the Consolidated Statement of Cash Flows and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the Group's and the Charity's affairs as at 31 March 2026 and of the Group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

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

Responsibilities of Trustees

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

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

Auditor's responsibilities for the audit of the financial statements

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

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

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

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

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

The likelihood of detecting irregularities, including fraud, is limited by the inherent difficulty in detecting irregularities, the effectiveness of the Group's controls, and the nature, timing and extent of the audit procedures performed. Irregularities that result from fraud might be inherently more difficult to detect than irregularities that result from error. As explained above, there is an unavoidable risk that material misstatements may not be detected, even though the audit has been planned and performed in accordance with ISAS (UK). A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: https://www.frc.org.uk/auditorsresponsibilities. This description forms part of our Auditor's Report.

ADVICEUK

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES AND MEMBERS OF ADVICEUK

Use of our report

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



John Perry, Senior Statutory Auditor
For and on behalf of
Sumer Audit Co, Statutory Auditor
Fitzroy House
Crown Street
Ipswich
Suffolk
IP1 3LG

Date: 5 October 2026

ADVICEUK

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

For the year ended 31 March 2026

	Notes	Unrestricted Funds 2026	Restricted Funds 2026	Total Funds 2026	Total Funds 2025
		£	£	£	£
INCOME FROM					
Donations	**3**	480,201	-	480,201	450,194
Charitable activities	**4**	3,329,395	2,162,143	5,491,538	4,908,668
Investments	**5**	27,371	-	27,371	13,414
Share of profits of associate	**12**	-	-	-	15,058
Total Income		3,836,967	2,162,143	5,999,110	5,387,334
EXPENDITURE ON:					
Raising funds	**6**	6,525	85,431	91,956	6,039
Charitable activities	**7**	4,044,349	2,066,458	6,110,807	5,457,364
Share of losses of associate	**12**	42,040	-	42,040	-
Total Expenditure		4,092,914	2,151,889	6,244,803	5,463,403
Net (losses)/ gains on investments	**12**	(117,167)	-	(117,167)	-
Net (expenditure)/income		(373,114)	10,254	(362,860)	(76,069)
Transfer between funds	**18**	1,388	(1,388)	-	-
Net movement in funds	**18**	(371,726)	8,866	(362,860)	(76,069)
RECONCILIATION OF FUNDS					
Fund balances brought forward		2,542,063	251,056	2,793,119	2,869,188
Fund balances carried forward		2,170,337	259,922	2,430,259	2,793,119

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

The notes on pages 20 to 40 form part of these financial statements.

CONSOLIDATED AND CHARITY BALANCE SHEET

As at 31 March 2026

	Notes	Group 2026	Group 2025	Charity 2026	Charity 2025
		£	£	£	£
Fixed assets					
Intangible assets	**11**	-	19,630	-	19,630
Investments	**12**	1,888,258	2,047,465	1,430,746	1,547,913
Total fixed assets		1,888,258	2,067,095	1,430,746	1,567,543
Current assets					
Debtors	**13**	2,345,718	1,819,077	2,032,528	2,027,591
Cash at bank and in hand	**21**	1,944,219	1,821,729	1,208,746	1,194,139
Total current assets		4,289,937	3,640,806	3,241,274	3,221,730
Creditors: amounts falling due within one year	**14**	(3,334,307)	(2,844,975)	(2,906,026)	(2,737,385)
Net current assets		955,630	795,831	335,248	484,345
Total assets less current liabilities		2,843,888	2,882,296	1,765,993	2,051,888
Provisions for liabilities	**16**	(413,629)	(69,807)	-	-
Total net assets		2,430,259	2,793,119	1,765,994	2,051,888
Funds					
Restricted funds	**18**	259,922	251,056	259,922	251,056
Unrestricted funds					
Designated funds	**18**	914,218	1,003,689	456,706	480,736
General funds	**18**	1,256,119	1,538,374	1,049,366	1,320,096
Total unrestricted funds	**18**	2,170,337	2,542,063	1,506,072	1,800,832
Total Charity funds	**18,19**	2,430,259	2,793,119	1,765,994	2,051,888

These financial statements have been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006. The deficit of the Charity for the year ended 31 March 2026 was £285,894 (2025: deficit - £142,372).

Approved and authorised for issue by the Board of Trustees on 24th September 2026 and signed on its behalf.

B. Badesha

B Badesha – Director

The notes on pages 20 to 40 form part of these financial statements.

ADVICEUK

CONSOLIDATED STATEMENT OF CASHFLOWS

For the year ended 31 March 2026

	Notes	2026	2025
		£	£
Cash flows from operating activities:			
Net cash provided by operating activities	**21**	95,119	232,669
Cash flows from investing activities:			
Interest received		27,371	13,414
Purchase of investments		-	(250,000)
Purchase of computer software		-	(34,358)
Change in cash and cash equivalents in the year		122,490	(38,275)
Cash and cash equivalents at the beginning of the year		1,821,729	1,860,004
Cash and cash equivalents at the end of the year	**22**	1,944,219	1,821,729

The notes on pages 20 to 40 form part of these financial statements.

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

1.1 General information

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

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

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

1.2 Basis of preparation

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

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

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

1.3 Going concern

The financial statements have been prepared a going concern basis.

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

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

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

1.4 Consolidation

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

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

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

1.5 Income

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

- Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the Group has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received, and the amount can be measured reliably and is not deferred.

- Training and membership subscription income is deferred when received in advance of the training taking place or the subscription being used. Training income is recognised when the training occurs. Membership subscription income is recognised over the period of the agreement.

- Insurance income is recognised at the time that the policy is commenced or renewed by the insured at the amount received from the insured (the premium plus Insurance Premium Tax).

- Voluntary income is recognised where there is entitlement, probability of receipt and the amount can be measured with sufficient reliability.

- Investment income and other incoming resources are recognised on a receivable basis.

1.6 Deferred income

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

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

1.7 Expenditure

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

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

1.8 Claims and technical reserves

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

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

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

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

ACCOUNTING POLICIES (CONTINUED)

1.9 Investments in subsidiaries

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

1.10 Investments in associated entities

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

Assets are assessed at each balance sheet date to determine whether any indications suggest that assets are impaired. An impairment loss is recognised for the amount by which the assets carrying amount exceeds its recoverable amount.

1.11 Investments in securities

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

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

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

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

1.12 Intangible Fixed Assets

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

1.13 Tangible Assets

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

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

ACCOUNTING POLICIES (CONTINUED)

1.14 Cash and cash equivalents

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

1.15 Operating leases

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

1.16 Financial instruments

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

1.17 Pensions

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

1.18 Fund accounting

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

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

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

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

2. SIGNIFICANT JUDGEMENTS AND ESTIMATES

Critical judgements in applying the Group's policies:
In preparing these financial statements, the Trustees have made the following judgement and estimates:

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

Estimates are made for both the expected ultimate cost of claims reported and claims incurred but not reported (IBNR) at the statement of financial position date. The estimate of IBNR is generally subject to a greater degree of uncertainty than that for reported claims. In calculating the estimated liability, the subsidiary company uses estimation techniques based upon statistical analyses of historical experience which assumes past trends can be used to project future developments. Subsequent information and events may result in the ultimate liability being greater or less than the amount provided. The carrying amount for insurance contract liabilities in the Balance Sheet is £99,265 (2025: £69,807).

3. INCOME FROM DONATIONS AND LEGACIES

	Unrestricted Funds 2026	Restricted Funds 2026	Total Funds 2026	Total Funds 2025
	£	£	£	£
Donations	480,201	-	480,201	450,194

4. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted Funds 2026	Restricted Funds 2026	Total Funds 2026	Total Funds 2025
	£	£	£	£
Member services	3,329,395	-	3,329,395	3,157,346
Policies and campaigns	-	-	-	3,265
Projects on behalf of members grant income	-	2,162,143	2,162,143	1,746,910
Other income	-	-	-	1,147
	3,329,395	2,162,143	5,491,538	4,908,668

5. INVESTMENT INCOME

	Unrestricted Funds 2026	Restricted Funds 2026	Total Funds 2026	Total Funds 2025
			£	£
Bank interest receivable	27,371	-	27,371	13,414

6. EXPENDITURE ON RAISING FUNDS

	Unrestricted Funds 2026	Restricted Funds 2026	Total Funds 2026	Total Funds 2025
	£	£	£	£
Staff costs	6,525	-	6,525	5,941
Other costs	-	85,431	85,431	98
	6,525	85,431	91,956	6,039

7. EXPENDITURE ON CHARITABLE ACTIVITIES

Year ended 31 March 2026	Project and activity staff costs	Project and activity other costs	Support costs	Total Funds 2026
	£	£	£	£
Members services	356,678	2,478,778	281,958	3,117,414
Policy and campaigns	189.881	22.578	148.811	361,270
Projects on behalf of members	253,038	1,813,204	88,193	2,154,435
Development	203,289	117,755	156,644	477,688
	1,002,886	4,432,315	675,606	6,110,807
Restricted fund expenditure				
Project on behalf of members	253,038	1,813,204	-	2,066,458

Year ended 31 March 2025	Project and activity staff costs	Project and activity other costs	Support costs	Total Funds 2025
	£	£	£	£
Members services	381,428	2,253,441	278,358	2,913,227
Policy and campaigns	244,400	96,464	92,561	433,425
Projects on behalf of members	119,372	1,591,153	78,788	1,789,313
Development	172,256	20,757	128,386	321,399
	917,456	3,961,815	578,093	5,457,364
Restricted fund expenditure				
Project on behalf of members	119,372	1,591,153	78,788	1,789,313

7. EXPENDITURE ON CHARITABLE ACTIVITIES (CONTINUED)

SUPPORT COSTS

Year ended 31 March 2026	Staff costs	Premises	Governance costs	Other	Total Funds 2026
	£	£	£	£	£
Members services	53,650	11,318	83,138	133,852	281,958
Policy and campaigns	28,561	6,025	-	114,225	148,811
Projects on behalf of members	38,061	8,030	-	42,102	88,193
Development	30,578	6,451	-	119,615	156,644
	150,850	31,824	83,138	409,794	675,606

Year ended 31 March 2025	Staff costs	Premises	Governance costs	Other	Total Funds 2025
	£	£	£	£	£
Members services	104,102	12,921	90,747	70,588	278,358
Policy and campaigns	47,013	5,835	-	75,537	92,561
Projects on behalf of members	66,704	8,279	-	17,578	78,788
Development	32,580	4,044	-	42,164	128,386
	250,399	31,079	90,747	205,867	578,093

8. NET INCOME FOR THE YEAR

This is stated after charging:	2026 £	2025 £
Depreciation of tangible fixed assets:		
Owned by the charity	-	4,969
Loss on disposal of tangible fixed assets	-	9,845
Auditor's remuneration		
- Audit fees	17,900	16,150
- Accountancy fees	1,700	1,450
- Tax Services	610	550
- Subsidiary auditor's fees	10,750	9,957
Net income:	30,960	41,185

9. TAXATION

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

10. STAFF COSTS

Staff costs were as follows:

	Group and Charity	
	2026 £	2025 £
Wages and salaries	1,147,798	881,666
Social security costs	147,950	90,560
Employer's contribution to defined contribution pension scheme	65,254	46,669
Other employee benefits	7,190	102,161
	1,368,192	1,121,056

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

	2026	2025
£60,001 - £70,000	1	1
£70,001 - £80,000	1	-
£90,001 - £100,000	-	-
£100,001 - £110,000	1	1
£110,001 - £120,000	-	1

Pension costs paid for employees earning above £60,000 amounted to £15,111 (2025: £10,454). These employees participated in the defined contribution pension scheme.

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

	Group & Charity	
	2026	**2025**
Projects and activities	22	18
Administration	5	5

All employees are employed by the Charity.

Key management personnel
ADVICEUK considers the key management personnel of the organisation to comprise the Trustees, together with the Chief Executive. The aggregate remuneration including employer pension contributions of those personnel for services to the Charity and Group, in the year amounted to £130,500 (2025: £119,617). Of these amounts £Nil (2025: £Nil) related to the Trustees.

During the year, travelling and subsistence expenses amounting to £8,548 (2025: £6,071) were reimbursed to Trustees.

11. INTANGIBLE ASSETS

GROUP AND CHARITY

	Computer Software
	£
Cost	
At 1 April 2025	161,831
Additions	-
At 31 March 2026	161,831
Amortisation	
At 1 April 2025	142,199
Amortisation charge	19,632
At 31 March 2026	161,831
NBV at 31 March 2026	-
NBV at 31 March 2025	19,632

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

12. FIXED ASSET INVESTMENTS

CHARITY

Cost

	Subsidiaries	Associates	Listed Investments	Total
	£	£	£	£
At 1 April 2025	100,000	250,040	1,197,873	1,547,913
Unrealised losses	-	-	(117,167)	(117,167)
Additions	-	-	-	-
At 31 March 2026	100,000	250,040	1,080,706	1,430,746

As at the year end, an unrealised loss of £117,167 was recognised on listed investments. The value of these investments is inherently subject to market fluctuations. Since the year end, market conditions have improved, and the unrealised loss has been fully reversed. The investments are held for the long term as part of the charity's investment strategy, with short-term market fluctuations expected as part of normal investment activity.

12. FIXED ASSET INVESTMENTS (CONTINUED)

As at 31 March 2026 the Charity's subsidiary was:

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

The financial results of the subsidiary were:

	Income	Expenditure	Surplus/(deficit) for the year	Net assets/ (liabilities)
	£	£	£	£
VCS Insurance Company Limited	430,100	(465,026)	(34,926)	206,791

As at 31 March 2026 the Charity's Associates were:

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

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

12. FIXED ASSET INVESTMENTS (CONTINUED)

GROUP

Cost

	Associates £	Listed Investments £	Total £
At 1 April 2025	849,592	1,197,873	2,047,465
Change in fair value	-	(117,167)	(117,167)
Additions	-	-	-
Share of profit of associate			
-Operating Profit	277,960	-	277,960
-Taxation	-	-	-
-Dividends	(320,000)	-	(320,000)
At 31 March 2026	807,552	1,080,706	1,888,258

Advanced Case Management Solutions Limited - the aggregate of the share capital and reserves as at 31 March 2026 was £551 (2025: £191,584). **Wyser Ventures Ltd - t**he aggregate of the share capital and reserves as at 31 March 2026 was £141,018 (2025: £760,083)

13. DEBTORS

	Group		Charity	
	2026 £	2025 £	2026 £	2025 £
Trade debtors	707,230	875,618	707,230	875,618
Amounts owed by subsidiary undertakings	-	-	363,273	251,684
Amounts owed by participating interest	-	-	-	-
Other debtors	677,670	45,603	1,207	2,433
Prepayments and accrued income	960,818	897,856	960,818	897,856
	2,345,718	1,819,077	2,032,528	2,027,591

Included within amounts owed by subsidiary undertakings is a £150,000 (2025: £150,000) unsecured loan due from VCS Insurance Company Limited. On 31 July 2014 Independent Advice Services Limited transferred their shares and this loan to ADVICEUK. A new loan agreement dated the same date was entered into on the same terms. The loan is unsecured and bears interest at 1% over base rate, which is payable annually in arrears. It is repayable only when all liabilities of the borrower have been extinguished or by written permission of the Guernsey Financial Services Commission ('GFSC') and in the Trustees' view, the loan is unlikely to be repaid within one year. The remaining balance is commission due from VCS which is interest free and repayable on demand.

14. CREDITORS

	Group		Charity	
	2026	2025	2026	2025
	£	£	£	£
Trade creditors	55,567	121,230	55,527	121,230
Amounts owed to participating interest	522,732	668,308	522,732	668,308
Other taxation and social security	100,915	78,523	100,915	78,523
Other creditors	439,903	156,334	11,662	48,744
Accruals	163,036	40,715	163,036	40,715
Deferred income	2,052,154	1,779,865	2,052,154	1,779,865
	3,334,307	2,844,975	2,906,026	2,737,385

15. DEFERRED INCOME

	2026	2025
	£	£
At 1 April 2025	1,779,865	1,490,569
Income deferred in the current year	2,052,154	1,779,865
Amounts released from previous years	(1,779,865)	(1,490,569)
At 31 March 2026	2,052,154	1,779,865

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

16. PROVISION FOR LIABILITIES

GROUP

	2026	2025
Technical reserves		
Outstanding claims reserve at 1 April 2025	37,000	117,009
Movement in prior years' claim provisions	(44,265)	(111,009)
Provisions for new claims	386,961	31,000
Outstanding claims reserve at 31 March 2026	379,696	37,000
IBNER reserve	33,933	32,807
Provision for liabilities at 31 March 2025	413,629	69,807

The Group has a stop-loss policy to cover claims arising in any one year in excess of £125,000. During the year, there has been one such claim enacted that exceeds £125,000 and therefore an amount of £314,364 has been recognised in other debtors which relates to insurance income to be received against the provision.

16. PROVISION FOR LIABILITIES (CONTINUED)

Insurance claims development triangle

	2021	2022	2023	2024	2025	2026	Cumulative
In year of claim (or brought forward)	14,946	9,070	24,298	90,667	54,093	386,961	580,035
One year later	16,275	25,820	(7,519)	(32,481)	(15,975)	-	(13,879)
Two years later	(13,273)	(3,878)	(6,261)	(11,894)	-	-	(35,306)
Three years later	(4,594)	(506)	(6,270)	-	-	-	(11,370)
Four years later	-	-	-	-	-	-	-
Five year later	-	-	-	-	-	-	-
Current estimate of ultimate claims	13,354	30,506	4,249	46,292	38,118	386,961	519,480
Cumulative payments	(13,354)	(30,506)	(4,249)	(38,223)	(19,519)	(-)	(105,851)
In balance sheet	-	-	-	8,069	18,599	386,961	413,629

17. FINANCIAL RISK MANAGEMENT

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

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

18. STATEMENT OF FUNDS - GROUP

	As at 01/04/2025	Income	Expenditure	Net losses on investments and transfers	As at 31/03/2026
	£	£	£	£	£
RESTRICTED FUNDS					
Projects on behalf of members	155,250	440,925	(386,894)	40	209,321
Scotland activities	86,859	-	(85,431)	(1,428)	-
Advice in Accessible Settings	8,947	1,721,218	(1,679,564)	-	50,601
Total Restricted funds	251,056	2,162,143	(2,151,889)	(1,388)	259,922
UNRESTRICTED FUNDS					
General fund	1,538,374	3,836,967	(4,003,443)	(115,779)	1,256,119
Designated funds					
Foundation fund	111,066	-	(4,400)	-	106,666
Fixed asset fund	892,623	-	(85,071)	-	807,552
Total Unrestricted funds	2,542,063	3,836,967	(4,092,914)	(115,779)	2,170,337
TOTAL FUNDS	**2,793,119**	**5,999,110**	**(6,244,803)**	**(117,167)**	**2,430,259**

STATEMENT OF FUNDS - CHARITY

	As at 01/04/2025	Income	Expenditure	Net losses on investments and transfers	As at 31/03/2026
	£	£	£	£	£
RESTRICTED FUNDS					
Projects on behalf of members	155,250	440,925	(386,894)	40	209,321
Scotland activities	86,859	-	(85,431)	(1,428)	-
Advice in Accessible Settings	8,947	1,721,218	(1,679,564)	-	50,601
Total Restricted funds	251,056	2,162,143	(2,151,889)	(1,388)	259,922
UNRESTRICTED FUNDS					
General fund	1,320,096	3,523,273	(3,678,224)	(115,779)	1,049,366
Designated funds					
Foundation fund	111,066	-	(4,400)	-	106,666
Fixed asset fund	369,670	-	(19,630)	-	350,040
Total Unrestricted funds	1,800,832	3,523,273	(3,702,254)	115,779	1,506,072
TOTAL FUNDS	**2,051,888**	**5,685,416**	**(5,854,143)**	**(117,167)**	**1,765,994**

18. STATEMENT OF FUNDS – (CONTINUED)

Designated funds

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

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

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

Projects on behalf of members

A grant of £118,900 was received from the City Bridge Trust, the funding arm of The City of London Corporation's charity. The grant supported ADVICEUK to continue its work with London based ADVICEUK members using the Whole Person/Whole Community approach to start to understand the impact of monitoring and evaluation on their ability to do the right thing for their clients, as well as disseminating findings and feeding into AdviceUK's wider influencing work.

A grant of £209,075 was received from Skilling Up for Justice. The grant is used to enhance the skills and training of individuals and workforces within the justice and associated sectors to improve service delivery and achieve better outcomes for minority ethnic communities and vulnerable groups.

A grant of £1,525,000 was received from Scottish Government for their Advice in Accessible Settings programme. The fund, delivered and managed by AdviceUK, is aimed at increasing the availability and accessibility of welfare, debt and income maximisation advice as well as to support partnership working between advice providers and a range of other community, health and education services.

A grant of £97,950 was received from the Money and Pensions Service Debt Advice Transformation Fund. The grant was used to explore how Artificial Intelligence could support advisers and organisations to digest and understand complex case notes in the AdvicePro system, as well as evidence impact and support advisers to predict client journeys.

A grant of £15,000 was received from London Legal Support Trust to support AdviceUK's participation in the design and delivery of the Advice Workforce Development Fund.

19. ANALYSIS OF NET ASSETS BETWEEN FUNDS

Group

	Unrestricted Funds £	Restricted Funds £	Total Funds 2026 £	Total Funds 2025 £
Fixed assets	1,888,258	-	1,888,258	2,067,095
Current assets	4,030,015	259,922	4,289,937	3,640,806
Current liabilities	(3,334,307)	-	(3,334,307)	(2,844,975)
Provision for Liabilities	(413,629)	-	(413,629)	(69,807)
	2,170,337	259,922	2,430,259	2,793,119

Charity

	Unrestricted Funds £	Restricted Funds £	Total Funds 2026 £	Total Funds 2025 £
Fixed assets	1,430,746	-	1,430,746	1,567,543
Current assets	2,981,352	259,922	3,241,274	3,221,730
Current liabilities	(2,906,026)	-	(2,906,026)	(2,737,385)
Provision for liabilities	-	-	-	-
	1,506,072	259,922	1,765,994	2,051,888

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

	2026	2025
Net (expenditure)/income for the year	(362,860)	(76,069)
Adjustments for:		
Depreciation charges	-,	4,969
Amortisation charges	19,632	29,601
Loss on disposal of tangible fixed assets	-	9,845
(Losses)/Gains on investments	117,167	-
Share of profits of associated undertaking	42,040	(15,058)
Interest from investments	(27,371)	(13,414)
Decrease/(increase) in debtors	(212,238)	(379,975)
Increase in creditors	174,927	750,588
Increase in provision	343,822	(77,818)
Net cash provided by operating activities	95,119	232,669

21. ANALYSIS OF CASH AND CASH EQUIVALENTS

		2026	2025
		£	£
22.	**Total cash and cash equivalents**	1,944,219	1,821,729

ANALYSIS OF NET FUNDS

23.	At 1 April 2025	Cash flows	At 31 March 2026
	£	£	£
Cash in hand	1,821,729	122,490	1,944,219
	1,821,729	122,490	1,944,219

CAPITAL COMMITMENTS

At the end of the year there were no capital commitments (2025: £Nil).

24. COMMITMENTS UNDER OPERATING LEASES

At 31 March 2026 the Group and the Charity had total future minimum lease payments under non-cancellable operating leases was:

	2026	2025
	£	£
Amounts due within one year	356	39,693
Amounts due between 1 and 5 years	-	356
Total	356	40,049

25. RELATED PARTY TRANSACTIONS

Advanced Case Management Solutions Limited

The Charity was charged £2,122,553 (2025 - £1,590,778) for the provision of AdvicePro software and consultancy services by Advanced Case Management Solutions Limited.

At 31 March 2026, £522,732 was owed by the Charity (2025 - £668,308). In addition to this, £ Nil was owed to the Charity (2025 - £Nil).

The Charity received a gift aid donation from Advance Case Management Solutions Limited of £480,000 during the year (2025 - £450,000).

In 2026 the following transactions took place between the Charity and its wholly owned Subsidiaries:

VCS Insurance Company Limited

Commissions were received of £213,274 (2025 - £101,648). The Charity charged interest on loans of £ Nil (2025 - £Nil).

The Charity was charged interest on loans of £4,779 (2025 - £5,697).

At 31 March 2026, £363,274 was owed to the Charity (2025 - £251,648). In addition to this, £ Nil was owed by the Charity (2025 - £Nil).

26. CONTINGENT LIABILITIES

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

27. Comparative Statement of Financial Activities including the income and expenditure account

	Unrestricted Funds 2025	Restricted Funds 2025	Total Funds 2025
	£	£	£
INCOME FROM			
Donations	450,194	-	450,194
Charitable activities	3,161,758	1,746,910	4,908,668
Investments	13,414	-	13,414
Share of profits of associate	15,058	-	15,058
Total Income	3,640,424	1,746,910	5,387,334
EXPENDITURE ON:			
Raising funds	6,039	-	6,039
Charitable activities	3,668,051	1,789,313	5,457,364
Total Expenditure	3,674,090	1,789,313	5,457,364
Net gains / (loss) on investments	-	-	-
Net (expenditure)/ income	(33,666)	(42,403)	(76,069)
Transfer between funds	-	-	-
Net movement in funds	(33,666)	(42,403)	(76,069)
RECONCILIATION OF FUNDS			
Fund balances brought forward	2,575,729	293,459	2,869,188
Fund balances carried forward	2,542,063	251,056	2,793,119