citizensUK



ANNUAL REPORT 2026

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BRINGING COMMUNITIES **together**

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INTRODUCTION

FROM OUR CHAIR OF TRUSTEES



This year marks the 25th anniversary of the Living Wage movement and 15 years of the Living Wage Foundation. For a quarter of a century, the movement has helped reshape what fair pay looks like in the UK. This is a fantastic achievement, and a moment to reflect on how far we have come, celebrate the many people who have made this movement possible, and renew our commitment to the work that still lies ahead.

We mark this milestone at a time when many people are experiencing uncertainty. Families continue to feel the pressure of rising costs, employers are navigating difficult decisions, and charities are operating in an increasingly challenging financial environment. In times like these, the work of Citizens UK has never been more important. At the heart of our mission is the belief that when people come together across difference, listen deeply to one another and act for the common good, they can build stronger communities and a more hopeful future. Whether campaigning for the real Living Wage, tackling the housing crisis, supporting migrants and refugees, or empowering communities to respond to climate injustice, our commitment to building trust has become one of our defining strengths and is increasingly what we are known for.

The Living Wage movement reminds us that lasting change is rarely achieved quickly. It grows through patient organising, strong relationships and the willingness of ordinary people and responsible institutions to work together over many years. Looking back over the past twenty-five years, we can see the extraordinary impact of that approach, not only in the spread of the real Living Wage, but in the leadership, confidence and collective action it has inspired across so many other campaigns.

Despite the pressures facing both the communities we serve and the charity sector, Citizens UK continues to demonstrate resilience. Our funding model, rooted in partnership and shared ownership, has enabled us to remain focused on our mission while continuing to deliver meaningful impact. It reflects the strength of our broad-based alliance and the trust so many place in our work.

My heartfelt thanks go to our funders, member organisations, colleagues, volunteers, trustees and leadership teams. Your generosity, commitment and leadership make this work possible, and I am deeply grateful for everything you contribute.

As we celebrate these milestones, I do so with gratitude for all that has been achieved and confidence in the years ahead. There is much still to do, but Citizens UK is well placed to meet the challenges before us. Our mission remains as urgent as ever, and I look forward with hope and confidence as we continue, together, to build a more just society and advance the common good.

The Very Revd Canon Karen Rooms,
Chair of Trustees

INTRODUCTION

FROM OUR CEO AND LEAD ORGANISER



This year has reminded us why community organising matters. Across the country, public debate has felt more fragmented and more polarised, and the divisions we see in politics are reflected in our neighbourhoods and institutions. Trust can feel in short supply, but our experience tells a different story. When people are given the opportunity to listen across difference, build relationships and act together, they discover beyond what divides them, in what they share and what they can achieve.

That is why Citizens UK continues to invest in the slow, patient work of organising. Our strength comes not from reacting to the latest headlines, but from the relationships built over decades between schools, faith institutions, universities, charities, trade unions, businesses and community groups. Those relationships give communities the resilience to face difficult times and the confidence to shape the future together.

In 2026 we celebrate two important milestones: 25 years of the Living Wage movement and 15 years of the Living Wage Foundation. The movement continues to grow, with record numbers of employers choosing accreditation and thousands more workers benefiting from a real Living Wage. The same persistent organising has delivered other long-term wins: after years of campaigning by young leaders, the Government committed to lowering the voting age to 16; our Children into Citizens campaign secured a reduction in child citizenship fees; communities won an £11 million commitment to improve temporary accommodation standards; and children and young people across Wales will benefit from £1 bus fares secured through years of campaigning. Alongside this, our members continued to organise on climate justice, refugee rights and the issues that matter most locally. Together, these achievements show what is possible when communities build enough power to influence the decisions that shape their lives.

It has not been an easy year, and the temptation is to accept a narrative of decline or despair. Organising offers something more demanding but ultimately more hopeful. That if we work hard and we work together, we can make a better future. As beneficiaries of The Guardian's Building Hope appeal, we saw first-hand the extraordinary public response to this message. It was a powerful reminder that people have not given up on one another. They are looking for practical ways to rebuild trust, strengthen democracy and act together across the community. Hope is rooted in the daily work of thousands of leaders across our alliance who continue to show that change is possible when people organise together.

The challenges ahead are significant, but so too is our confidence in what organised communities can achieve. Thank you to every member, leader, organiser, colleague, trustee, funder and supporter whose commitment makes this movement stronger each year.

Matthew Bolton,
CEO and Lead Organiser

MISSION AND STRATEGIC AIMS

Citizens UK is the UK's biggest, most diverse, and most effective people-powered alliance. We're here to overcome injustice, bringing together everyday people and local organisations to build a better, fairer society.

MISSION:

Our mission is to build people's power to lead change for the common good in their community and country, and to strengthen the institutions of civil society.

STRATEGIC AIMS:

We have four strategic aims which all parts of our organisation contribute to:

DEVELOP LEADERS

We identify people with the appetite or potential to lead change and provide them with opportunities and support to become more powerful and effective. These people might be experiencing injustice themselves; they may be a community leader from a civic institution, or they might come from the public or private sector. Our contribution to their development may be about the growth of confidence and skills; offering them new experiences of public action and innovative partnerships; or broadening their self-interest to include additional issues and relationships.

STRENGTHEN INSTITUTIONS

We support institutions to grow and become more effective at making change together. Our primary purpose with this aim is to strengthen societal institutions to achieve a better balance of power between civil society, the market, and the state. Most of the institutions we work with are civic, for example schools and faith institutions, but we also engage with the private and public sectors to develop allies who can help deliver our mission.

MAKE CHANGE

We're working together to make change on the issues that matter, from campaigning for zebra crossings on dangerous roads, to reforming the immigration system, to the Living Wage campaign. We're shifting the balance of power, helping people come together across their differences, find common ground and win change.

BUILD TRUST ACROSS DIFFERENCE

We build trust across difference by nurturing relationships between communities and individuals that may not usually come together, but discover strength in what they share. Rooted in the belief that we are stronger together, everyday people from our member institutions — faith groups, schools, unions, healthcare organisations, and more — form deep bonds through common goals and personal experience. By acting together, they find connection in the struggle for justice, build lasting relationships across divides, and show that a fairer society is possible when diverse communities stand alongside one another.



DEVELOP LEADERS

OLD OAK CLIMATE CHAMPIONS

Old Oak Primary School is a state-funded primary school in Hammersmith and Fulham, West London, adjacent to Hammersmith Hospital and Wormwood Scrubs prison. The school serves a diverse community, with a higher-than-average number of students speaking English as an additional language.

The Old Oak Climate Champions are a group of students aged 7 to 11 who want to make the environment better for people and nature.

Through community organising, they have been tackling two issues affecting their community: high bills and water pollution. They learnt how Thames Water have been making profits whilst Londoners are left to deal with polluted rivers, soaring bills and poor infrastructure.

The pupils also discovered the importance of action. Whilst they weren't able to attend a London Citizens public action outside the Department for Environment, Food and Rural Affairs one evening in November, they sent their support by creating campaign banners with no-nonsense slogans like 'give us our money back.' They also role-played the action in class, helping them develop their understanding of decision-making, power and negotiation.

Aware that a small group of primary school children might not hold the most power, the pupils created a survey to do some research and encourage parents to join their campaign. And it worked – the survey showed that 80 per cent of respondents thought their water bills were too high. The climate champions now have evidence that this issue affects their community, which lends gravitas to their campaign.

The pupils plan to increase their list of powerful allies by connecting with the wider London Citizens team, including university professors, students and faith leaders. Drawing on their research and community support, the pupils plan to invite their ward councillor and council cabinet member for the environment to a special assembly, which they will design and deliver themselves.



KACEY, CITIZENS SOMERSET ON

PUSHING FOR HOUSING REPAIRS

TO BE PART OF THE GOVERNMENT'S WARM HOMES PLAN

My name is Kacey, and I'm a student at Richard Huish College, part of Citizens Somerset. In October 2025, I stood in Parliament Square alongside around 70 community leaders from Citizens UK. We all came with one message: that the Government's Warm Homes Plan must not only focus on energy-efficiency upgrades but also include the basic repairs families need every day. This is what we call a "Fix It First" approach, because homes can't be made warm and efficient if they aren't safe, dry, or structurally sound to begin with.

I shared my own experience of living in social housing where repairs were delayed or ignored. I described how unsafe conditions can become when essential work isn't done, and how this affects a family's health, safety, and stability.

My story was one part of a wider action. Children came dressed as builders and sang "Can You Fix It?" to the Bob the Builder tune. They helped send a message that was simple yet impossible to ignore: warm homes start with safe homes, and repairs must come first.

At the action, my classmate Ellie made a formal ask of our local MP Gideon Amos, and the Liberal Democrat spokesperson for Housing and Communities and Vice Chair of the Housing APPG – to urge all Liberal Democrat–run councils to integrate repair work into their Warm Homes Plan spending.

And then something happened that showed our voices had made a real impact. I received an email from Gideon Amos himself. He confirmed that he wrote to every Liberal Democrat–run council in England, urging them to prioritise repair work alongside insulation, retrofit measures, and heat pumps when they receive their allocation of Warm Homes Plan funding. He encouraged the 75 Lib-Dem-run councils to target the worst housing conditions first, to combine safety with energy efficiency, and to prepare to use new enforcement powers coming later in the year.

This makes me feel validated. For so long, it felt like our struggles didn't matter to anyone with authority. But now, my story and the stories of others who spoke that day are influencing real decisions in councils across the country. That is a powerful reminder that when young people share their experiences, they can shape policy, and that when communities come together, our voices are impossible to ignore.

Kacey,
Student at Richard Huish College,
Part of Citizens Somerset





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MY VOICE MATTERS

LAURA FROM PARENT ACTION

Ten years ago, Laura arrived in London from Spain full of hope. She wanted to learn English, continue her studies and build a better future. But reality turned out to be very different. She found herself navigating a new language, unfamiliar professional systems and a different culture that, at times, made it difficult to feel that she truly belonged.

Like many migrants, she gradually accepted whatever work she could find to survive. The professional career she had once imagined drifted further away, as staying afloat became the priority. The life she had dreamed of for herself slowly began to fade.

Things started to change when she was invited to volunteer at Parent Action's Espacio Mamá, a group that supports Spanish-speaking mothers. As she listened to the stories of other migrant mothers and connected with volunteers who had also travelled difficult paths, she realised something profoundly important: she was not alone. They shared the challenges of migration, adapting to a new culture, rebuilding professional lives and creating a home far away from the places they once knew.

Laura became involved in the Literacy Champions project, gathering families' experiences to help strengthen reading programmes. Later, she took on a key role in evaluating the Fitness Mamas project, designing surveys and analysing data that will help secure future funding to continue supporting mothers' physical and mental wellbeing.

With every new responsibility, Laura regained far more than professional experience. She rebuilt the confidence to embrace new challenges, rediscovered her desire to keep learning and recognised that she could lead, influence and contribute to society without ever having to stop being herself. Today, Laura contributes not only her professional skills but also helps shape services that benefit other families across Southwark.

For Laura, Parent Action is far more than a volunteering opportunity. It is a community that helped her rediscover what migration, isolation and anxiety had gradually hidden: her voice, her confidence, and the value that had always been within her, even when she could no longer see it herself.



Today I feel that my voice matters. I know I have something valuable to contribute. I can simply be Laura and still make a meaningful difference to my own life and to the lives of others.

Laura,
from Parent Action



NATIONAL YOUTH ASSEMBLIES

Many schools choose to become members of Citizens UK to build a better, fairer society. Young people are often underrepresented in decisions that affect their lives. One year from the General Election, on 4th July 2025, young leaders from across 10 Citizens UK chapters took part in a series of Youth Assemblies, raising issues that mattered most to their communities and securing commitments from decision-makers on housing, youth safety, mental health and more.

Citizens Cymru Wales celebrated on the steps of the Welsh Senedd, winning £1 bus fares for all children and young people in Wales. In Birmingham, 280 people attended the Youth Assembly, where 59 young leaders shared their experiences of housing, work and safety. They secured pledges from the West Midlands Police and Crime Commissioner, Birmingham Community Healthcare NHS Foundation Trust, Midlands TUC and Birmingham City Council.

East London Citizens secured commitments to work with Stephen Timms MP on jobs and skills opportunities for young people. Leicester & Leicestershire Citizens gained commitments to work with Liz Kendall MP to address housing disrepair and maintenance issues, and to support the development of social housing. In Greater Manchester, young leaders secured commitments from the NHS, Transport for Greater Manchester, Greater Manchester Police, and Deputy Mayor Kate Green to work together on mental health, discrimination and public transport. Young leaders from Tyne & Wear Citizens held an assembly in Houghton and secured several commitments from Bridget Phillipson MP, including a commitment to meet with them again at a future assembly.

Just two weeks later, the government announced that 16-and 17-year-olds would be able to vote at the next General Election, one of the key campaigns young people had led as part of the Citizens Manifesto.





In this meeting, I acted as co-chair, and I spoke about the work we've done within the Racial Justice in Education campaign. I feel the meeting proved very helpful in continuing the work with the Department for Education and Bridget Phillipson MP, and after talking to many of the young people, it made them feel empowered and confident for the future, for equality and equity for all students. I hope to continue this work and bring long-term change and progression within education for training for teachers and a wider understanding of the importance of diversity within schools.

Izzy, community leader,
Tyne & Wear Citizens

STRENGTHEN INSTITUTIONS

MEETING POPE LEO XIV - CATHOLIC ORGANISING

Citizens UK has over 50 Catholic institutions in membership, including churches, schools and colleges.

In July 2024, over 200 students and staff from Catholic schools and colleges across the UK came together to share stories and learn from each other about Catholic Social Teaching and Community Organising.

With the support of Cardinal Vincent Nicholls, then Archbishop of Westminster, a delegation of Citizens UK community leaders from across the country, including London, Tyne and Wear, and Brighton, travelled to Vatican City in June 2025 to meet Pope Leo XIV and discuss their faith and community organising.

The delegation received official recognition from the Pope during his welcoming address, where he offered "special greetings to the members of Citizens UK, a Catholic movement."

Many of those in the delegation were young people. They've had their hand in winning local changes for their communities, such as commitments from major businesses to pay the Living Wage; winning thousands of pounds in reduced transport fares; preventing the deportation of vulnerable families at risk, and helping to secure over half a million pounds in mental health support for students in schools.



Being in the presence of the Pope was such an out-of-body experience. It was unbelievable and a once-in-a-lifetime opportunity. And I think going forward from here, just continuing to do the work that we're doing, now that it's going to be more well-known because of this experience. We'll continue to spread the message.

Lily, Citizens UK leader, student in North Tyneside



Following this significant milestone, Citizens UK has continued to build on this momentum, bringing together Catholics from parishes, schools and colleges, and charities across our national network in England and Wales, to respond, in faith, to the challenges facing their communities.

Since January 2026, after convening over 100 Catholic leaders, ten Citizens UK alliances have begun developing a coordinated approach, including a new Fellowship programme. The Fellowship is named in honour of Bishop Victor Guazelli, whose leadership was instrumental in founding East London Citizens, the organisation's founding chapter.

Being guided to our reserved seating area very close to the chair of Pope Leo XIV was a time of emotional reality. Who were we? Leaders and organisers of Citizens UK sitting by the steps of St Peter's, where we had seen world leaders gather for the funeral of Pope Francis and the recent election of Pope Leo XIV. It was a blessing to have our work recognised and the links that it has to Catholic Social Teaching.

Bernadette Harris, a Citizens UK leader



CAMPAIGNING FOR BETTER STANDARDS IN **TEMPORARY ACCOMMODATION**

Everyone deserves a safe, secure and decent home. Yet too many families are spending months, and often years, in temporary accommodation that is unsafe, overcrowded and damaging to their health and wellbeing.

In May 2025, Citizens UK and Trust for London published "A Long Way Home: Improving the Experiences of People in Temporary Accommodation", written by Jack Shaw in partnership with the APPG on Households in Temporary Accommodation. The report highlighted the growing scale of the crisis, with more than 130,000 homeless households in England living in temporary accommodation, including over 165,000 children.

Working with Trust for London and other partners, Citizens UK campaigned for the Government to adopt Five Basic Standards for temporary accommodation: access to cooking facilities, laundry, free Wi-Fi, secure storage and clear information. In October 2025, the Government's National Plan to End Homelessness included commitments to end the unlawful use of Bed & Breakfast accommodation for families beyond the six-week legal limit and improve standards in temporary accommodation. On World Homeless Day, as a direct result of meeting with Citizens UK community leaders, it announced a further £11 million to help families access essentials including Wi-Fi, laundry, school travel and food support.

Local organising also delivered results. Peterborough Citizens worked with Peterborough City Council to end the use of Bed & Breakfast accommodation for families with children. Together, these national and local wins represent important progress, and our leaders continue to organise until every family has a safe and stable place to call home.





£1 BUS FARES FOR ALL CHILDREN AND YOUNG PEOPLE IN WALES

Citizens Cymru Wales celebrated a major campaign win when the Welsh Government extended its £1 bus fare scheme to all children and young people aged 5–21.

The campaign began with students at Cathays High School, supported by Cardiff Business School Society and Economy students and local councillors in Butetown, Grangetown and Cathays, who had campaigned for several years to make their school bus more affordable so pupils did not have to walk an unsafe 2.7 miles to school. Listening with young people across Wales showed that the cost of bus travel was a widespread issue, affecting school pupils, university students and families alike.

When the Welsh Government announced a £1 bus fare pilot for 16–21-year-olds in February 2025, younger children were excluded. In response, young leaders from across the Citizens Cymru Wales alliance organised to persuade Members of the Senedd and local councillors to expand the scheme. Alongside Cathays High School, campaign leaders included St David's Catholic Sixth Form College, St Mary the Virgin Church in Wales Primary School in Butetown, Aberystwyth Students' Union, Coleg Gwent, the Monmouth Diocese, Cardiff Business School, Cardiff School of History, Archaeology & Religion, Foundation 4 Sport, Cardiff and Vale College, Mount Stuart Primary School, Cardiff West Community High School and the Grange Pavilion Youth Forum.

On 4 July 2025, 53 leaders gathered outside the Senedd with local councillors and Members of the Senedd to call for the scheme to be extended. Six days later, the Welsh Government announced that the £1 bus fare pilot would include 5–15-year-olds from November. A week later, a delegation of Citizens Cymru Wales leaders met with Ken Skates, Cabinet Secretary for Transport, who acknowledged their campaigning and the role it had played in the decision to expand the scheme.

The extension of the scheme will help remove barriers to education, employment and community life for children and young people across Wales, while reducing transport costs for families.



SECURING NAMED COMMUNITY SPONSORSHIP:

THE FUTURE OF REFUGEE RESETTLEMENT IN BRITAIN

Communities across the UK have a proud history of providing sanctuary to those fleeing conflict and persecution in other countries. In November 2025, we welcomed the Government's commitment to give voluntary and community groups a greater role in refugee protection through named community sponsorship.

Named community sponsorship is an exciting new approach that empowers communities to have a direct role in welcoming refugee families, helping them find safe homes and rebuild their lives in the UK. Welcoming groups help refugees to navigate the local community, register with local services, learn English, find work, make friends, and rebuild their lives, all supported by the UK Government.

In spring 2026, we held a major summit in Westminster to launch named community sponsorship, bringing together Alex Norris MP, the Minister for Border Security and Asylum, 120 civil society leaders, the Home Office, funders, experts and policymakers to engage with this new opportunity. The energy from civil society was demonstrated by positive contributions from a wide range of organisations, including Open Doors UK, Welcome Churches, Micro Rainbow, Scottish Refugee Council and Brentford FC Sports Trust.

We look forward to working with civil society groups and government on policy design and to coming back to an even bigger Named Sponsorship Summit in autumn 2026, as well as growing our Named Sponsorship Network, a growing group of organisations, community groups and individuals interested in shaping and supporting the scheme.





SOUTH LONDON LISTENS

South London Listens is a partnership between schools, faith institutions, community organisations and the NHS that builds the relationships needed to promote good mental health and wellbeing. It enables communities to listen to identify the factors contributing to poor mental health and take action to address them.

The work began during the Covid-19 pandemic, when more than 350 community leaders listened to over 5,700 people across South London about the pressures affecting their mental health. These conversations took place in schools, places of worship and community organisations, and in multiple languages, creating a powerful foundation for stronger relationships and more resilient civic institutions.

Alongside strengthening local institutions, community leaders worked with NHS Trusts, commissioners and local authorities to co-produce practical solutions that improve access to mental health services and address the wider issues affecting people's wellbeing. Together, they have improved Child and Adolescent Mental Health Services (CAMHS) by ensuring young people and parents receive clearer information about waiting times, embedded mental health practitioners in community institutions, developed a pilot to support migrant mothers using NHS maternity services, and campaigned for NHS land to be used for genuinely affordable housing.

The partnership continues to grow. Through South London Listens, many South London Citizens member institutions and other organisations have become 'Be Well Organisations', receiving mental health awareness training from South London NHS trusts alongside team-building, relational organising and listening training from Citizens UK. This has equipped them to be part of a growing South London-wide network working to reduce stigma, improve mental health and strengthen community support. The network's relationships with senior NHS leaders, local authorities and other decision-makers continue to shape and improve local services.

South London Listens demonstrates how long-term partnerships between communities and the public sector can strengthen local institutions, build trust and improve mental health services through listening, collaboration and shared action.

MAKE CHANGE

LIVERPOOL CITIZENS

IMPROVING LOCAL NEIGHBOURHOOD SAFETY IN EVERTON

Liverpool Citizens' neighbourhood campaign in Everton began with a listening campaign by member institution Liverpool Hope University Creative Campus that involved students, local staff, and local community organisations. Out of this listening, shared issues were identified, including safety and facilities for young people in the area.

At the Founding Assembly of Liverpool Citizens in November 2024, Amy, a community leader from Hope University, alongside local teenager Joe, stood in front of the leader of Liverpool City Council, Councillor Liam Robinson, and 600 people and asked him to join a neighbourhood walk to see some of these issues first-hand and come up with an action plan.

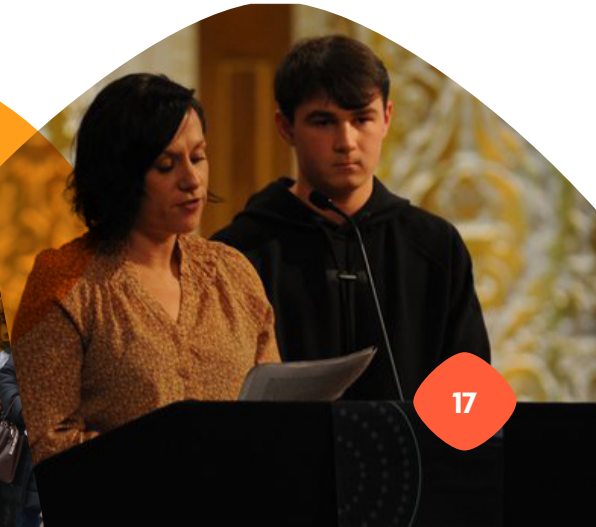
The neighbourhood walk took place on Valentine's Day 2025 and was a day of giving love back to the area. Young women and teenage girls spoke about feeling nervous when walking home in the dark; youth and adults pointed out areas with poor environmental sanitation due to fly-tipping; and many spoke about the desire to enjoy a well-maintained local park that felt safe. Everyone got the chance to speak and to listen.

Since the walk, relationships have improved between the youth and police. "I have never had a conversation with the youth like this before; they were full of great ideas," shared a local police officer participating in the walk.

Wins were celebrated at Liverpool Citizens' Accountability Assembly in November 2025, one year on from when the ask was put forward to Liverpool City Council. Councillor Robinson shared an extensive update on all the work that the council has carried out since the walk. This included installing street lighting, clearing fly-tipping sites, cutting back all the overgrowth in the local park, and improving lighting in the park and multi-use game area. Children and young people have also been involved in consultation about new play equipment for the local park.

Young people can now leave the youth club in the dark evenings feeling safe, students and local people can cycle across the park along a cycle path that now has glow in the dark lights. This was a great start for Liverpool Citizens, showing that by coming together and building relationships, positive change can be made for the good of all in our communities.







MIGRANT AND REFUGEE ORGANISING WIN –

HOME OFFICE REDUCES CHILD CITIZENSHIP FEES

In March 2026, we welcomed the positive news that the fee to register a child as a British citizen will fall from £1,214 to £1,000 - a reduction of £214, and a meaningful step forward for thousands of families.

Our Children into Citizens campaign began in 2017, following a listening campaign with hundreds of families at our member institutions. We heard repeatedly that the fee was pricing young people out of their entitlement to British citizenship, with tens of thousands of children across the country being affected.

Without citizenship, most children could be denied basic services, as well as being barred from voting and participating in public life, and the dignity of being recognised as a citizen in the country that is home.

In 2018, we coordinated a letter from 100 education leaders to the new Home Secretary, Sajid Javid MP, and Immigration Minister, Caroline Nokes MP, about the impact of high fees. In 2019, as part of the General Election, Citizens UK alliances raised the issue with the candidates to be MPs in their constituencies. In 2020, community leader Kafilat and her daughter, Ismat, spoke to Sky News about their experience with high fees. In 2022, we won a campaign for the fee to be waived for children in care and for a fee waiver to be introduced for families that couldn't afford it.

Although the fee is still above the cost price to the Home Office (£575), the new fee amounts to a reduction of over 20% and marks the first time the fee has been reduced. It will save millions of pounds each year for some of the most marginalised families in our communities. We hope this is the first step in the Government ensuring that no child who is entitled to British citizenship is priced out by the fee, and we will continue to campaign for child citizenship fees to be reduced to cost price.

"This is a great move in the right direction. There is more to be done, but the reduction in the child citizenship fees will alleviate some of the financial burden on families, especially for those of us who have to pay for more than one child. We will not stop here but continue to fight for change and fairness." **Nori, Lambeth Citizens leader and member of the Children into Citizens Action Team**.



TIGER PASS -

CAMBRIDGE AND PETERBOROUGH CITIZENS

Community leaders from Cambridge Citizens and Peterborough Citizens have secured another year of funding for the Tiger Pass, which will be extended until March 2027.

Discounted travel can be a lifeline for many young people across the UK. The Tiger Pass is a scheme offering £1 bus travel for under-25s. Over 60,000 young people benefit from the Tiger Pass in Cambridgeshire, saving up to £900 a year in bus fares.

Over 18 months, a broad coalition of Cambridgeshire students, college principals, faith leaders and civic organisations has been calling on Mayor Paul Bristow to reaffirm his commitment to the Tiger Pass, publishing an open letter in November.

Alongside their letter, the coalition produced a report, 'Young People Say They Depend on the Tiger Pass', including testimonies from students at Anglia Ruskin University, Long Road Sixth Form College, Peterborough College, Stamford College, University Centre Peterborough, as well as young people interviewed at bus stops across Cambridge.

On 18th December 2025, a group of college students presented Mayor Paul Bristow with a tiger toy, along with a copy of the open letter and their report. They asked him to work with them to safeguard The Tiger Pass for the long term.

The campaign's success was featured on ITV News Anglia, with student leader Safa explaining how vital the Tiger Pass is to young people's access to opportunities.

By listening to local people and building relationships with key decision-makers, these student leaders have been building hope for all young people across the UK to have access to affordable public transport.

"I had a work placement in Milton, which I could get the bus to every day. But if I didn't have the Tiger Pass, that would've been too expensive for me. That would've minimised my opportunities." **Safa, student leader**



SCHOOL-BASED COUNSELLING –

BRIGHTON & HOVE CITIZENS

In December 2025, Brighton & Hove Citizens celebrated a major achievement for young people across the city. Brighton & Hove City Council confirmed it would renew its annual £200,000 investment in mental health counselling for every secondary school in the city. This latest commitment brings the total funding secured through the alliance's campaigning efforts to £600,000.

The success of the campaign is the result of years of community organising. Through listening campaigns, relationship-building, and collective action, thousands of local people came together to champion young people's mental health and ensure support remains available where it is needed most.

This win shows what can happen when communities come together around a shared concern and build relationships with decision-makers to make change.

Building on the momentum of the campaign, Brighton & Hove Citizens have now extended their work into a new area that emerged strongly from their 2025 listening: the impact of technology and social media on young people's mental health and wellbeing.

Brighton & Hove Citizens look forward to the next chapter of a campaign shaped by thousands of conversations in schools, faith groups, neighbourhoods, and community organisations across the city.

Cllr Emma Daniel, Cabinet Member for Children, Families and Youth Services at Brighton & Hove City Council, said:

"We're really pleased to confirm new funding to continue the mental health counselling service in schools. We want to pay tribute to Brighton & Hove Citizens, whose vibrant alliance of members have spearheaded this important cause. Council budgets are tight, but we're committed to supporting the mental health and well-being of our children and young people. We look forward to continuing our strong working relationship with Citizens."

Shelley Baker, Headteacher at Varndean School and Co-Chair of Brighton & Hove Citizens, said: *"Brighton & Hove Citizens are delighted that Brighton and Hove City Council has once again honoured our call for counselling in every secondary school, reaffirming their commitment to the wellbeing and health of students across the city. We are proud to live in a place that takes young people's mental health seriously, breaking down a known barrier to learning so they can be the happy, hardworking and thriving students we know they can be with the right support. This success is the result of our brilliant campaigning and of the Council listening to the needs of the city. We hope this leadership inspires national policy to follow."*



LIVING WAGE FOUNDATION:
TRANSFORMING EMPLOYMENT, TRANSFORMING LIVES

In 2025/26, the Living Wage Foundation continued to grow the reach and impact of the real Living Wage movement. The network reached 16,664 accredited employers, with 2,187 organisations joining during the year and an estimated 30,020 workers receiving pay rises as a result. Alongside continued work in Health & Social Care and the Creative & Cultural Industries, the Foundation expanded its focus to Sport and Planning & Construction, and established a Supply Chain focus group to encourage more employers to extend Living Wage accreditation through their supply chains.

Accreditation continued to grow across all four nations and the public sector. NHS England became the Foundation's largest accredited employer by workforce in July 2025, while Vale of Glamorgan Council, TourismNI and the University of Stirling all joined the movement. In March 2026, the Department for Business and Trade became the first UK Government department to achieve accreditation, marking an important milestone.

The year's largest accreditations also delivered significant benefits for workers. Arriva Merseyside provided pay rises for 2,000 workers, followed by S&W Partners Services Limited with 1,900. Rotherham, Doncaster and South Humber NHS Foundation Trust delivered the largest public sector uplift, benefiting 1,507 workers, while UNIQLO accredited with 1,307 worker uplifts.

The Foundation also continued to promote wider standards of good work. The Living Hours network grew to more than 280 employers, NatWest and Everton joined more than 100 Living Pension employers, with Everton being the first Premier League football club to sign up to the Living Wage Foundation's Living Pension accreditation. The number of organisations holding all three accreditations, Living Wage, Living Hours and Living Pension, doubled from 15 to 30. In May 2025, Living Pension accreditation was expanded to recognise Defined Benefit pension schemes, enabling more public sector employers to qualify.





Throughout the year, the Foundation brought together employers, policymakers and campaigners to celebrate leadership and build support for fair pay. A Parliamentary reception, hosted by Dan Tomlinson MP and attended by Business Secretary Jonathan Reynolds MP, highlighted the contribution of accredited employers to improving work. The third annual Living Wage Places Conference brought together 40 employers from 14 Living Wage Action Groups to share learning and strengthen local action, while the Champion Awards in Newcastle celebrated Living Wage leaders from across the UK. Public awareness of the movement also remained strong, with summer polling showing that 75% of people recognised the real Living Wage and 41% recognised the accredited employer mark.

In December, the Foundation celebrated the completion of Making London a Living Wage City. Over four years, the initiative helped double the number of accredited Living Wage employers in London, delivering pay rises to more than 70,000 workers, putting £330 million into the pockets of low-paid Londoners and generating an estimated £628 million in economic value. Building on this success, the Foundation has begun transitioning to its next phase of work, Making London Work for All.

Internationally, the Foundation launched WageMap and the Living Wage Reference Standard at the UN Forum on Business and Human Rights in Geneva, bringing together more than 70 participants to strengthen collaboration across the global Living Wage movement.

The Foundation also advanced its work on tackling in-work poverty through a benchmark project, supported by Trust for London and the Health Foundation. Drawing on listening with more than 300 community leaders, engagement with around 180 Living Wage employers and polling of 1,500 low-paid workers, the research identified sick pay and family leave as priorities for the next phase of work.

Looking ahead, the Foundation has laid important groundwork for the future through a review of the methodology underpinning the real Living Wage, alongside continued growth in accreditation, employer engagement and wider good work standards.

SUCCESS OF "MAKING LONDON A LIVING WAGE CITY"

BUILT INTO PHASE 2, MAKING LONDON WORK FOR ALL

2025 marked the successful conclusion of Making London a Living Wage City, a four-year initiative that brought together civil society, businesses and government to tackle in-work poverty across the capital. With thanks to Trust for London for its £4.8 million funding, alongside partnership support from the Mayor of London, the project built on more than 20 years of community organising and Living Wage campaigning by Citizens UK.

Community leaders built relationships with employers, organised campaigns to encourage Living Wage accreditation, and worked with local and regional decision-makers to strengthen support for fair pay across London.

Over four years, the initiative delivered significant impact:

- 2,561 new Living Wage Employer accreditations in London, doubling the number of accredited employers across the capital.
- 70,308 workers received pay rises through London-headquartered employers.
- £413 million went back into workers' pockets.
- 680,397 employees now work for a London Living Wage Employer.
- £628 million in total economic value was generated for London's economy.

Building on this success, the partnership has now moved into a new phase through Making London Work for All. With continued support from the Mayor of London, Trust for London and City Bridge Foundation, the programme will grow Living Wage, Living Hours and Living Pension accreditations across the capital, with a focus on priority sectors including health and social care, creative and cultural industries, sport, and planning and construction. It will also strengthen community leadership through Equity Neighbourhoods — hyper-local coalitions organising for neighbourhood equality — and Worker Centres that support and organise low-paid workers.







BUILD TRUST ACROSS DIFFERENCE

WEAVING TRUST ACROSS COMMUNITIES

At a time of rising polarisation in the UK and around the world, Weaving Trust events provide a practical way for communities to build relationships across difference and challenge division. Rooted in community organising, these gatherings bring together people who may not otherwise meet, creating opportunities to discover shared interests, build understanding and generate energy for collective action.

During the rare overlap of Ramadan and Lent in February 2026, the first time this has happened in 33 years, St Frideswide's Church, a member of Citizens Milton Keynes, hosted a Weaving Trust event bringing together members of the local mosque and church community for a morning of faith reflection, food and friendship. Small group conversations created space for participants to share experiences of faith and belonging, offering a powerful example of connection and solidarity. Inspired by the event, the church is now exploring further opportunities to strengthen relationships across faith communities, including potential shared initiatives during future seasons such as Advent and Ramadan.

In our newly forming Bristol chapter, a Weaving Trust event in November 2025, led by the Diocese of Bristol and Bristol University Students' Union, brought together food bank users and asylum seekers to identify shared concerns. Participants are now working together to campaign for more affordable bus travel in the city. In Greater Manchester Citizens and Lancashire Citizens, people of different faiths also came together to develop shared asks for candidates ahead of local election assemblies in May 2026.

Across our network, Weaving Trust events are helping communities rebuild connections across religious, cultural and generational divides. By creating intentional spaces for listening and relationship-building, they strengthen solidarity and help communities take collective action on the issues that matter most.

THIS PLACE MATTERS:

BUILDING TRUST AND STRENGTHENING COHESION

In the aftermath of the 2024 summer riots, leaders from across civil society came together with an important task: to rebuild the relationships that hold our society together.

The riots showed what can happen when divisions deepen, and too many people feel disconnected from the institutions and decision-makers that shape their lives. When people feel unheard, overlooked or disempowered, trust breaks down.

For Citizens UK, building trust across difference has always been at the heart of community organising. By strengthening local institutions and creating spaces where people can listen, act and lead together, we can help rebuild the relationships that underpin a healthy democracy.

In May 2025, Citizens UK launched This Place Matters, a national partnership with UCL Policy Lab and More in Common to explore what strengthens trust and belonging in Britain today. Drawing on polling of more than 13,000 people and focus groups across the country, the project examined why some communities feel fragmented while others build lasting relationships across difference. Member institutions helped shape practical recommendations for local and national government.

In October 2025, we brought together community leaders, academics and Government representatives at a National Cohesion Summit to share evidence, lived experience and practical approaches for building trust and strengthening social cohesion.

At a local level, communities are also demonstrating the power of relationships across difference. In April 2025, Finchley Reform Synagogue (FRS), a member of North London Citizens, was targeted in an antisemitic attack. Three days later, hundreds of community members gathered in solidarity alongside local politicians, faith leaders, police officers and a particularly significant group of neighbours: the Somali Bravanese Welfare Association.

Many members of the Somali Bravanese community arrived in the UK as refugees, and their own community centre had been destroyed in an arson attack 13 years earlier. When they faced losing a place to pray during Ramadan, Finchley Reform Synagogue offered the use of its building for evening prayers. The arrangement continued for four years until the new centre was completed.

Following the attack on FRS, the Somali Bravanese Welfare Association returned that act of solidarity by opening its doors to support its neighbours. Sarah Sackman, the local MP, described the response as “a quiet radical act of solidarity and allyship”.

These examples show how relationships built over time can provide a foundation for solidarity, resilience and collective action when communities need it most.



LONDON CITIZENS WINS COMMITMENT

FROM TRANSPORT FOR LONDON TO IMPROVE ACCESS TO TRAVEL DISCOUNTS FOR ASYLUM SEEKERS

In April 2025, London Citizens won a commitment from Transport for London (TfL) to provide asylum seekers with better access to travel concessions, such as those for under-18s and over-60s. In the autumn of that year, TfL began to accept Application Registration Cards (ARC), which are issued by the UK Home Office to people claiming asylum, as valid ID for access to concessions.

Bus fares present a huge challenge for people seeking asylum as it restricts their ability as Londoners to take their children to school, access healthcare, attend ESOL classes, or give back to their communities through volunteering. In turn, this limits the opportunities for integration for people seeking asylum and their new communities.

Many asylum seekers receive just £8.86 a week for all essentials, with slight variation depending on circumstance. A single bus fare in London is currently £1.75, which makes travelling around the city nearly impossible.

Across our member institutions, we've heard stories about the strain on civil society as a result of this, where schools are seeing parents struggle to pick up sick children, GPs have patients missing appointments, and churches and faith organisations are affected as congregants are unable to attend services.

The campaign for more accessible bus travel for asylum seekers began in June 2023 and has been led by Citizens UK, along with a coalition of 25 civil society organisations including Sufra NW London, Finchley Progressive Synagogue and Hendon School. In April 2025, 200 Citizens UK community leaders and asylum seekers from across the capital gathered at City Hall to celebrate this important step. Today, they continue the campaign for more accessible travel for asylum seekers, working towards the Mayor's goal of making sure 'London is for everyone'.



I am a single mother of two school aged children. One journey to school and back by bus costs £3.50. But we only received £8.86 a week, for everything from school uniforms to phone credit. How can we afford the bus? All parents should be able to take their children to school. But, on my daughter's first day of school, I was too sick to walk. I begged the bus driver to let us on. But we were refused as I couldn't afford the fare. My daughter missed her first day of school. Imagine if you can't get your daughter to school? For parents like me bus travel is essential so that we can support our children to get to school, so we can attend parents' evenings, and so we can up pick our children up when they are sick.

Khadija, a Citizens UK leader



BUILDING STRONGER THROUGH HYPERLOCAL ORGANISING

Citizens UK secured £1.2 million from The National Lottery Community Fund for a five-year programme supporting hyperlocal organising in 20 neighbourhoods across England, Wales and Scotland. Now in its second year, the programme is exploring how community organising can help people build relationships and take action together across differences of race, class, faith, age, political outlook and background, while strengthening local leadership in communities experiencing social and economic disadvantage.

The long-term aim is to support communities to build sustainable local alliances that enable people to identify shared concerns, influence decision-makers and create lasting change. Although still in its early stages, the programme is already demonstrating the potential of organising to bring people together across divides.

In Houghton-le-Spring, Sunderland, community organising has helped residents and local organisations maintain constructive relationships with elected representatives during a period of significant political change. Community leaders brought together residents, schools and decision-makers to discuss priorities including community safety and support for young people, creating opportunities for young people to share their experiences directly with politicians and police.

In Bartley Green, Birmingham, early organising has focused on building relationships between people from different communities around shared local concerns. Through conversations about road safety, a local mother and an Eritrean father discovered common ground in their hopes for their children and their neighbourhood, demonstrating how relationships can grow from everyday issues that matter to people.

In Highbridge and Burnham-on-Sea, Somerset, the programme has brought together residents from two neighbouring communities with a history of division. Joint training sessions held across both locations encouraged participants to spend time in one another's communities and explore shared challenges. While conversations surfaced feelings of frustration and powerlessness, participants also identified new possibilities for connection and collective action.

Together, these examples show how hyperlocal organising can create the relationships needed for stronger communities: helping people find common ground, build confidence and take action on the issues that matter most to them.

‘PEOPLE WILL LISTEN’:

TURNING ANGER INTO COMMUNITY PRIDE IN NORTH SHIELDS

Originally published by The Guardian as part of its 2025 Christmas Appeal, which featured Citizens UK as one of five charities working to build hope, strengthen communities and create positive change. The appeal highlighted grassroots organisations bringing people together in response to division and disconnection. This feature explores how Citizens UK leaders, community members, young people and faith partners in North Shields are organising around shared concerns, building relationships across difference and creating lasting change.

Article by Sam Wollaston/The Guardian

Dashing through the snow with Father Chris ... It does not get any more seasonal, even if it feels like there might be a final syllable missing. To be honest, we are not really dashing, it’s more a leisurely walk-and-talk around North Shields. And the snow, the remnants of an early Tyneside flurry, is patchy and dirty rather than deep and crisp and even.

Father Chris is real though – Father Chris Hughes, Catholic priest; the diocese is a strategic partner for the local chapter of Citizens UK, one of five charities supported by this year’s Guardian charity appeal, under the theme of “hope”. The appeal supports grassroots voluntary groups that nurture community pride and positive change, providing an antidote to division and hate.

Citizens UK is all about bringing people and communities together in order to build a better, fairer society. I’m getting a little tour around the sites of some of its “wins”.

We are accompanied by people involved in those wins: children from two local schools, teachers, mums, parishioners and Sara Bryson, the community organiser. There are about 25 of us in all and we are calling it a Walk of Hope. Bryson, an atheist (Citizens is not affiliated with any religion) reminds us that Saint Augustine said hope had two beautiful daughters, Anger and Courage. “That’s the two strands: anger in the community because things aren’t great, and how you respond to that anger. It can either be organised in a way which is destructive and hateful or in a productive, compassionate way.”

First stop, the local CAMHS (children and adolescent mental health services) centre. Three students from St Thomas More High School – Lily, Maggie and Brionna – explain that when they got together with Citizens UK to discuss what did and did not work for their mental health, a couple of things came up. First, they wanted a full-time school counsellor, and second, this CAMHS building was not really doing it for them. They did not like gloomy rooms, or the bars on the windows.

Who would listen to a few teenagers though? A lot, as it happens. They had meetings with local MP Alan Campbell, with another local, the education secretary, Bridget Phillipson, and with Jim Mackey, now the chief executive of NHS England. They did not just get a counsellor for their school, they got a commitment for 8,500 mental health professionals in schools across England. “Bridget Phillipson and Alan Campbell both said students at St Thomas More were affecting national policy,” says Lily.

And the CAMHS centre? The window bars were removed and the doors painted. Bright orange.

Brionna is wearing a Show Racism the Red Card badge, a campaign started on Tyneside in the 1990s when the Newcastle goalkeeper Shaka Hislop was racially abused by some children, who then recognised him and asked for his autograph. North Shields has a sizeable immigrant community, particularly workers in the NHS and carers.

Hughes's congregation has been boosted by families from Nigeria, India and the Philippines, but it has led to tensions. "This is where one of my parishioners, a Ghanaian woman, got spat at by a white British woman," he says as we pass a pub. It happened soon after recent local elections in which Reform UK did well. "It emboldens people."

Walking through the Meadow Well estate, St George's flags hang from many of the lamp-posts, and graffiti reads RULE BRITTANIA (sic). "It's frightening," says Hughes. "I get people's anger, but this is classic scapegoating. Immigrants aren't the problem, the problem is they haven't been heard. People are losing faith that democracy works. Unless we can reimagine democracy and have people in their community at the heart, it worries me where it will lead. That's where you get confrontation and violence on the street."

At the bus station, Mish Sony relates another win. When she was at St Thomas More, she and a lot of other sixth formers were struggling to pay full-price bus fares after turning 16. Some were skipping classes or getting off the bus early because they could not afford the whole journey. Sony emailed the bus company Arriva but did not get a reply. "Through our relationship with Citizens, we managed to get a seat at the table with the mayor, explained our situation. He emailed Arriva and lo and behold got an answer within an hour."

Sony and her friends arranged a meeting with Arriva top brass and went along wearing their parents' work clothes to emphasise they were not adults. "My mum's a nurse so I wore her scrubs," she says. And they sang parody nursery rhymes: "The wheels on the bus don't go round and round ..."

The result of this boldness: the Get Around for a Pound scheme across the north-east, offering single fares for a pound on the bus and metro up to the age of 21. It can feel hopeless at the moment, especially as a young person, says Sony, who is now studying pharmacy at Newcastle University. "On your own it's like there's no point in talking about or sharing this, who's going to listen? But having been involved with Citizens UK it's clear you can make a change, people will listen to you."

Alexander Scott Park used to be a no-go place, strewn with bottles, needles and dog poo. The swings had no seats because they were being eaten by dogs, according to the council. Wendy McConnell, who runs a group called MumSpace, which is part of Citizens UK, organised a litter pick and arranged a meeting with the council in the park. One of the mums, Penny, addressed them. "I'm not used to public speaking, it was nerve-racking," she says. "But I've got two kids and I thought I've got to do this not just for my lot, but so others can enjoy it too."

And they do. It is clean, the grass is mown, the swings have seats, there is even a zip wire, out of canine reach.

More dog poo issues, I'm afraid, outside St Cuthbert's Primary School, when a bin was taken away so the poo was left on the street. And then started to come into the school, via shoes, bike and pram wheels. "Yuk!" says Ava, whose school this is, summarising the situation succinctly.

Of course Ava and her classmates (Lukas, Freddie and Bella are also here) did not stand for it – they got together, told the council what they wanted and where they wanted it. And this is the site of a double win, because they also got a zebra crossing, with a lollipop lady, after the council initially said it was impossible.

Nothing is impossible, it seems, when you get together and make it happen. Now it is getting cold, so it is time to get together inside and make tea and biscuits happen.

STRENGTHENING OUR ORGANISATION

The Operations and Organisational Development (OOD) Team continued to strengthen the foundations that enable Citizens UK to deliver our five-year vision. Bringing together colleagues from across the organisation, the team focused on developing the systems, policies and culture needed to support a resilient, effective and inclusive organisation.

Over the past year, OOD Team developed an Organisational Development Strategy to provide a clearer framework for strengthening leadership, improving ways of working and supporting long-term sustainability. The team also delivered a range of improvements to strengthen the staff experience, including a new organisation-wide induction programme and work to introduce a new online appraisal system. The team also began developing guidance and approaches for the use of artificial intelligence (AI) across the organisation. This work focused on helping staff explore emerging technologies responsibly, improving efficiency while ensuring appropriate safeguards around quality, confidentiality and organisational values.

Alongside this, the OOD Team continued to review and improve key people policies and processes, including flexible and home working arrangements, international travel guidance, redundancy and sickness absence policies, and the ongoing management of sabbatical arrangements. This work has helped create a more consistent and supportive approach to staff wellbeing, accountability and organisational practice.

Working closely with HR, the DEI Strategic Lead and colleagues across Citizens UK, the Team has also supported progress on inclusion and organisational learning. This has included strengthening recruitment practices, reviewing policies through an inclusion lens and ensuring staff voices continue to inform organisational decisions. Through its cross-organisational approach, the OOD Team has become an important space for identifying challenges, developing solutions and supporting positive change. As Citizens UK continues to grow, this work is helping ensure our people, systems and culture are equipped to support strong organising and lasting impact in communities.

DIVERSITY, EQUITY AND INCLUSION (DEI)

Over the past year, we strengthened leadership accountability by embedding diversity, equity and inclusion (DEI) into organisational strategy, governance, and performance expectations, alongside introducing more robust workforce data collection and monitoring to better track progress and inform decision-making. Recruitment processes were further refined to remove structural barriers and widen access, with more inclusive recruitment practices, fewer unnecessary qualification requirements, more diverse interview panels, and expanded outreach through grassroots and community networks contributing to broader and more representative talent pools.





To support career progression, we invested in leadership development and mentoring opportunities, particularly for women and staff from racially minoritised backgrounds. This was complemented by clearer career pathways and internal progression processes, helping to address inequities in advancement and strengthen representation in leadership. We also continued to foster a more inclusive culture through staff networks, facilitated dialogue, and learning on topics such as anti-racism and inclusive leadership. Regular staff surveys and forums ensured that lived experience remained central to shaping organisational change and driving continuous improvement.

LEARNING AND INNOVATION

During 2025/26, the Learning and Innovation (L&I) team organised learning visits from Andrew Friedman, founding director of the Initiative for Community Power at NYU School of Law, and James Pearlstein, Lead Organiser at Virginians Organised for Interfaith Community Engagement (VOICE). Andrew and James each spent two weeks working with staff across the organisation, sharing their expertise on building power for democratic action. Colleagues gained valuable insights into organising for change, including connecting local and national action, using service provision as a pathway to organising, and the value of coalition working.

Across the year, the team delivered 32 staff development sessions on topics ranging from devolution and place-based alliances to personal effectiveness and the role of local authorities. A total of 149 staff (99%) attended at least one session. Of those attending, 100% said they were confident they could apply their learning effectively, while 98% believed the training would contribute to their future success in their role. A further 13 colleagues completed People Leadership and Moving into Management programmes to support them as they took on management responsibilities.

The L&I team also delivered the second year of its bespoke Senior Leadership Development Programme, supporting senior staff to strengthen their leadership skills while contributing to a more diverse and inclusive organisation. Building on the learning from the first cohort in 2024/25, the programme will deliver a third and final cohort of 12 senior staff in 2026/27. The team also piloted a peer coaching programme to develop coaching skills across the organisation and will build on this by delivering coaching training for managers and senior managers in 2026/27.

YEAR IN NUMBERS

482 institutions in membership.

A total of **187** leaders completed one of our community organising training courses.
These include:

77 leaders completed a 6-day accredited residential community organising training held in Birmingham in June 2025 and Chester in November 2025.

32 leaders completed a 3-day accredited community organising training.

26 leaders attended a Midlands residential 2-day community organising training.

36 leaders enrolled in 'How to Build a Weaving Trust' online learning module.

52 leaders attended a schools & colleges training.

34 leaders graduated with their certificate in community leadership from Birmingham Newman University.

16,664 accredited employers in the Living Wage network, with **2,187** new employers accredited during 2025/26.

30,020 workers received a pay rise through Living Wage accreditation during 2025/26.

The Department for Business and Trade became the first UK Government department to achieve Living Wage accreditation.

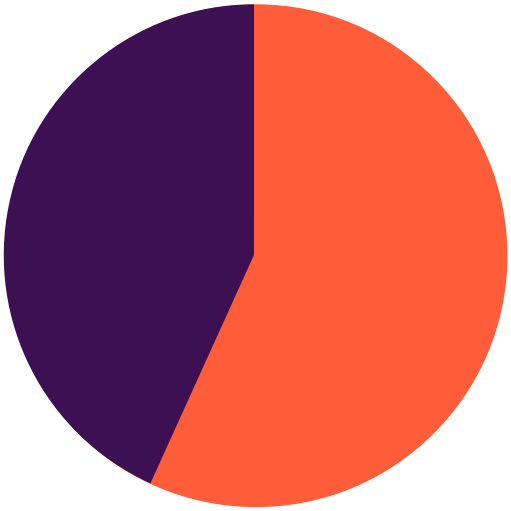


67 refugees welcomed by Community Sponsorship groups (from April 25-March 26)

497 parents and **593** children supported through Parent Action, with the help of **127** volunteers across South London Citizens and Tyne and Wear Citizens (from April 25-March 26).

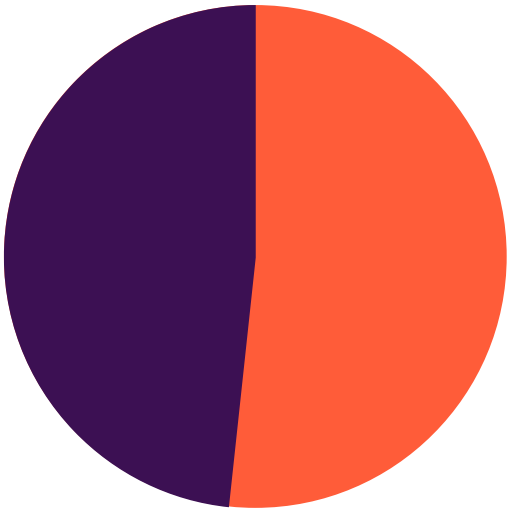
FINANCIAL SUMMARY

2026 TOTAL INCOME: £ 11,709,315



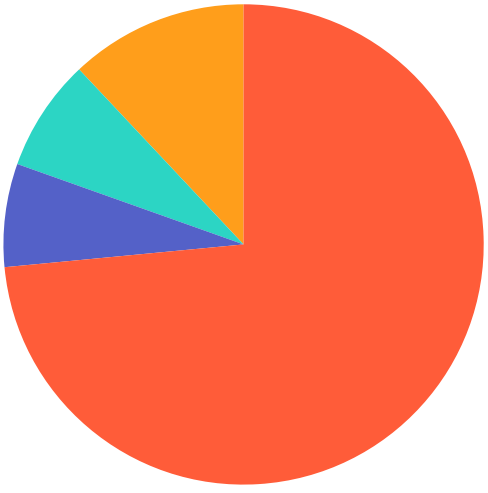
Hard – (Dues & Accreditation)	£	6,648,115
Soft – (Grants and Others)	£	5,061,200

2025 TOTAL INCOME: £ 11,952,849



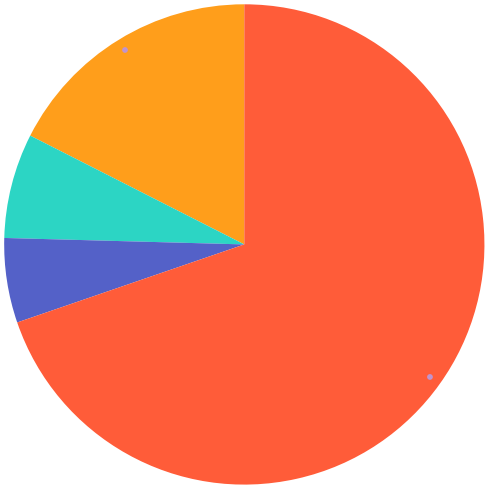
Hard – (Dues & Accreditation)	£	6,179,363
Soft – (Grants and Others)	£	5,773,486

2026 TOTAL EXPENDITURE: £ 12,150,821



Staff Costs	£	8,929,385
Activity Cost	£	843,939
Fundraising	£	919,015
Others	£	1,458,482

2025 TOTAL EXPENDITURE: £ 12,635,427



Staff Costs	£	8,810,978
Activity Cost	£	719,781
Fundraising	£	891,268
Others	£	2,213,400

CITIZENS UK CHARITY AND SUBSIDIARY

OFFICERS AND PROFESSIONAL ADVISERS

The directors of the charitable company ('the charity') are its Trustees for the purpose of charity law and throughout this report are collectively referred to as the Trustees. The charity has Trustees who are elected annually by the Members of the company at the Annual General Meeting.

Charity name	Citizens UK Charity	
Working name	Citizens UK	
Website	www.citizensuk.org	
Members of the Board of Trustees	Revd Canon Karen Rooms	Chair Leicester Citizens*
	Noeleen Cohen	Vice-Chair North London Citizens*
	Adrian Farnham	Treasurer
	Saba Abid Shafi	(Resigned 5 March 2026) South London Citizens*
	James Pickering	South London Citizens*
	Lindsay Jane Driscoll	
	Dr Mahera Ruby	TELCO*
	Sheikh Nuru Mohammed	Birmingham Citizens*
	Stuart Wright	
	Sally Rush	(Resigned 20 May 2026)
	Yahye Abdi	Leicester Citizens*
	Brandon Akem	
	Keylly Joiner	(Appointed 28 May 2025) Peterborough Citizens*
	Elizabeth Todd	(Appointed 28 May 2025) Tyne & Wear Citizens*
	Anna Aleksandrowicz	(Appointed 29 October 2025) West Yorkshire Citizens*

* Indicates a link to a Chapter and that the trustee is therefore from a member institution.

Company Secretary	Matthew Bolton

Key Management Personnel

The following served for part or all of the year ended 31 March 2026:

Matthew Bolton	CEO and Lead Organiser
Katherine Chapman	Executive Director Living Wage Foundation
Jawed Neshat	Executive Director of Finance and Operations
Elizabeth Gutfreund-Walmsley	Director of Communications and External Affairs
Peter Brierley	Director of London (appointed September 2026)
Jonathan Cox	Deputy Director (resigned 30th April 2025)

CITIZENS UK CHARITY AND SUBSIDIARY

OFFICERS AND PROFESSIONAL ADVISERS

Registered Office and Operational address	Jacquard Point 1 And 3 Tapestry Way London E1 2FJ
Registered Charity Number	1107264
Registered Company Number	05268071
Auditor	Sumer Auditco Limited 820 The Crescent Colchester Business Park Colchester CO4 9YQ
Bankers	HSBC Bank PLC 75 Whitechapel Road London E1 1DU
Solicitors	K & L Gates LLP 110 Cannon Street London EC4N 6AR

CITIZENS UK CHARITY AND SUBSIDIARY

REPORT OF THE CEO AND TRUSTEE BOARD

The Trustees are pleased to present their report, together with the audited financial statements for the year ended 31 March 2026.

The legal and administrative information set out on pages 34 and 35 forms part of this report. Similarly, the Annual Report set out on pages 3 to 33 also forms part of this report. The Trustees confirm that the financial statements comply with current statutory requirements, the Memorandum and Articles of Association, and the Statement of Recommended Practice (SORP) Accounting and Reporting by Charities (issued in October 2019) and FRS102.

OUR AIMS AND OBJECTIVES

PURPOSES AND AIMS

The Charity's purposes are set out in the Articles of Association and they are:

- to develop the capacity and skills of the members of socially and economically disadvantaged communities in such a way that such members are better able to identify and help meet their needs and to participate more fully in society,
- to assist by directly promoting the more effective working of charitable community capacity building organisations designed to pursue that aim,
- to advance the voluntary sector,
- to advance physical and mental health,
- to relieve poverty, unemployment, or those in need by reason of youth, age, ill-health, disability, financial hardship or another disadvantage,
- to advance environmental protection or improvement and sustainable development,
- to advance the arts, culture, heritage or science, and
- to further such exclusively charitable objects according to the laws of England and Wales as the Trustees in their absolute discretion from time to time determine. Sustainable development means "development which meets the needs of the present without compromising the ability of future generations to meet their own needs."

The aims of our Charity are to develop the capacity of the 'organised' people of the United Kingdom to participate more effectively in public life, and to strengthen their civil society institutions in the process. We work with and for civil society institutions including education, faith, trade union and voluntary associations. We believe that strengthening these institutions and teaching citizens how to work together for the common good is vital for a healthy democracy with civil society at its heart.

HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT

The Trustees have considered the obligations of the Charities Act and are satisfied that Citizens UK complies with this Act, in particular with Section 4 concerning 'public benefit' and pays due regard to the public benefit guidance issued by the Charity Commission.

CITIZENS UK CHARITY AND SUBSIDIARY

REPORT OF THE CEO AND TRUSTEE BOARD

FINANCIAL REVIEW

FINANCIAL PERFORMANCE

Citizen UK's total (consolidated) income for the year ended 31 March 2026 was £11.7m with expenditure totalling £12.1m, resulting in a deficit for the year of £441k. When added to the historic balances brought forward at the start of the year, our overall year-end reserves were £2.86m which will be applied to our charitable activities in the future. This figure comprises £663k of restricted funds and £2.19m of unrestricted funds, including those that have been internally designated.

RESERVES POLICY

The Trustees have examined the Charity's requirements in light of the main risks to the organisation.

The Trustees want to ensure that an unlikely event of the organisation ceasing its operations, Citizens UK has enough reserves for its winding down costs. These would include employee redundancies, liabilities towards suppliers and the legal costs of winding down. Whilst this is the absolute minimum, the Trustees aspire to building additional reserves to protect the organisation from any short-term funding volatility. Furthermore, the Trustees also want to enable Citizens UK to be able to fund any short-term but critically important activities.

The present levels of reserves available to the Charity (at group level) of £1.01m are generally in-line with our target level of undesignated unrestricted funds. The strategy is therefore to maintain significant reserves through planned operating surpluses.

TRUSTEES' INDEMNITY INSURANCE

The Charity took out an indemnity insurance to cover its Trustees for 2025/26. The premium for the year was circa £2,500.

STRUCTURE, GOVERNANCE AND MANAGEMENT

GOVERNING DOCUMENT

The organisation is a charitable company limited by guarantee, incorporated on 25 October 2004 and register as a Charity on 14 December 2002 (previously named the Citizens Organising Foundation, registered in 1989). The company was established under a Memorandum of Association, which determined the objects and powers of the charitable company and is governed under its Articles of Association. A new set of Articles of Association was adopted at the Citizens UK Annual meeting on 23rd February 2021.

CITIZENS UK CHARITY AND SUBSIDIARY

REPORT OF THE CEO AND TRUSTEE BOARD

Every Member undertakes to contribute the sum of £1 to the assets of the Charity in the event of its being wound up during the time that s/he is a member or within one year afterwards for payments of debts and liabilities of the Charity contracted before s/he ceased to be a Member and of the costs, charges and expenses of winding up the same and for the adjustment of the rights of the contributories amongst themselves.

MEMBERSHIP

Citizens UK has two categories of membership:

1. The Trustees (A Trustee shall become a Member on becoming a Trustee), and the Chapter Representatives, elected at the Annual Meeting of each Chapter.

2. Organisations (mosques, churches, synagogues, GP practices, universities, schools, charities, health trusts etc.) who pay membership dues and receive benefits in return.

INTERNAL GOVERNING DOCUMENT

There are a further three documents that form part of the internal governing documents, and which set out the roles and responsibilities of the separate layers of the organisation. These are:

1. **Memorandum of Understanding**
   Internal document describing what a local chapter can expect to receive from Citizens UK and what is expected of the Leadership Group.

2. **Letter of Understanding**
   Internal document setting out what a Member Institution can expect to gain from membership of a Citizens UK chapter and what they are expected to commit on their side.

3. **Management Manual**
   - Internal document that offers guidance to Leadership Groups about best practice in the operation of chapters, in relation to Trustees, organisers and the Citizens UK Council.
   - Details of the Citizens UK governance.
   - The legal duties of the Trustees to ensure chapters understand their responsibilities and to protect the whole organisation from regulatory and other risks.

RECRUITMENT AND APPOINTMENT OF BOARD OF TRUSTEES

The directors of the company are also Charity Trustees for the purposes of Charity law and under the company's articles. Under the requirements of the Articles of Association Trustees serve for a term of 3 years from the date of their election or appointment and are eligible for re-election or re-appointment provided that no Trustee may continue to serve after nine years (three terms) in office without a period of at least a year out of office. Retiring Trustees shall step down at the Citizens UK Annual Meeting held in the year that they are due to retire.

The Board of Trustees consists of not less than three and no more than ten persons elected by the Members against criteria set by the Board of Trustees and not more than ten persons appointed by the Board of Trustees.

CITIZENS UK CHARITY AND SUBSIDIARY

REPORT OF THE CEO AND TRUSTEE BOARD

TRUSTEE INDUCTION AND TRAINING

Upon appointment all Trustees are given a copy of the Articles of Association and Charity Commission guidance, The Essential Trustee (CC3).

All elected Trustees are expected to attend Citizen UK's six-day National Training. Trustees who are nominated are encouraged to attend the six-day or the two-day Introduction to Leadership.

Trustees are encouraged to participate in Citizens UK activities as well as staff training.

An induction programme has been put in place based on the Code of Governance.

RISK MANAGEMENT

The Charity Trustees have given consideration to the major risks to which the Charity is exposed and satisfied themselves that systems or procedures are established in order to manage those risks.

The Citizens UK Risk Register is tailored to fit the circumstances of Citizens UK's work and defines and addresses areas of significant risk: Funding, Capability, Information Security, reputation, Safeguarding, Membership and Leadership Engagement.

The responsibility for managing each risk is allocated to individuals within the Senior Management Team who have specialist knowledge of their area of work and is reviewed on a bi-annual basis by the Finance, Risk and Audit (FRA) Sub-Committee and the full board of Trustees.

ORGANISATIONAL STRUCTURE

TRUSTEES

Citizens UK has a Trustee board of up to 20 members who meet quarterly and are responsible for the strategic direction and policy of the Charity. The Board seeks to draw members from a variety of professional backgrounds relevant to the work of the Charity.

Citizens UK also has 4 sub-committees: Personnel and Safeguarding, Finance, Risk and Audit and Mission, Membership and Governance and Nominations, all 4 of which meet quarterly in advance of Trustee meetings. Comprised of five Trustees with specialist knowledge in the field as well as members of the Senior Management Team, they are able to scrutinise in more depth matters that fall into their remit.

The Board has delegated the day-to-day running and decision making of the Charity to the Senior Management Team.

CITIZENS UK LEADERSHIP TEAM

The Citizens UK Leadership Team comprises of several delegates from each Chapter, and encourages idea sharing and co-operation across the network on common priorities. They meet monthly online to plan national campaigns and organise the annual UK Delegates Assembly.

CITIZENS UK CHARITY AND SUBSIDIARY

REPORT OF THE CEO AND TRUSTEE BOARD

CHAPTERS AND LEADERSHIP GROUPS

Within the Charity there are Chapters that further the objects of the Charity at a local level. Member institutions sign a Letter of Understanding with the Charity, the terms of which govern its membership of the local Chapter. Each Chapter shall have a Local Leadership Group which shall consist of not less than 8 and not more than 15 persons elected by member institutions.

The Local Leadership Group shall have delegated powers to administer the business of the Chapter and shall sign a Memorandum of Understanding with the Charity. Each Local Leadership Group may co-opt up to three additional members. A representative of the Local Leadership Group ("Chapter Representative") shall be elected at the Annual Meeting to represent and exercise the Chapter's vote at the Citizens UK Annual Meeting.

RELATED PARTIES

Citizens UK includes its various regional Chapters, all of whom operate under its oversight and control.

CITIZENS UK CHARITY AND SUBSIDIARY

REPORT OF THE CEO AND TRUSTEE BOARD

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees, who are also Directors of Citizens UK Charity for the purpose of company law, are responsible for preparing the Report of the Executive Director and Trustee Board and 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 period 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 of Charities SORP;
- State whether applicable accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Trust will continue existence.
- Make judgments and accounting estimates that are reasonable and prudent

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statemented 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.

The Trustees confirm that so far as they are aware, there is no relevant audit information of which the charitable company's auditors are unaware. They have taken all steps that they ought to have taken as trustees in order to make themselves aware if 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 charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

AUDITOR

The resolution to re-appoint Sumer Auditco Limited as audit of the Charitable Company will be put to the Trustees.

The financial statements have been prepared in accordance with the provision in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies regime.

Signed for and on behalf of the Trustees:
Revd Canon Karen Rooms, Chair of the Board of Trustees
Approved by the Trustees on

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF CITIZENS UK CHARITY

OPINION

We have audited the group and parent company financial statements of Citizens UK Charity for the year ended 31 March 2026 which comprise the consolidated statement of financial activities (including the group income and expenditure account), group and company balance sheets, statements of changes in equity, statement of cash flows and consolidated statement of cash flows and related notes to the financial statements, including a summary of significant accounting policies. The relevant financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

In our opinion the financial statements:

- give a true and fair view of the state of the group's and parent company'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 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 entity'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.

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF CITIZENS UK CHARITY

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.

OPINION ON OTHER MATTER 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 Report of the Executive Director and Trustee Board for the financial year for which the financial statements are prepared is consistent with the financial statements, and
- the Report of the Executive Director and Trustee Board has been prepared in accordance with applicable legal requirements.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Executive Director and Trustee Board, the Officers and Professional Advisers information and the Annual Report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and Charities Act 2011 requires us to report to you if in our opinion:

- adequate accounting records have not been kept by the parent company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent company 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 exemption in preparing the narrative reporting and from the requirement to prepare a Strategic Report.

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF CITIZENS UK CHARITY

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND AUDITOR

As explained more fully in the trustees' responsibilities statement set out on page 41, 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

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.

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 material effect on the financial statements from our general commercial and sector experience, through discussion with the trustees (as required by auditing standards), inspection of the Charitable Company's regulatory and legal correspondence and discussed with the trustees the policies and procedures regarding compliance with laws and regulations. We communicated identified laws and regulations through our team and remained alert to any indications of non-compliance throughout the audit. The potential effect of these laws and regulations on the financial statements varies considerably.

Firstly, the Charitable Company is subject to laws and regulations that directly affect the financial statements including financial reporting legislation and taxation legislation and we assessed the extent of compliance with these laws and regulations as part of our procedures on the related financial statement items.

Secondly, the Charitable company 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: safeguarding, employment law, health and safety and GDPR. Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the trustees and other management and inspection of regulatory and legal correspondence, if any.

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF CITIZENS UK CHARITY

AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS (continued)

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 charitable company complies with such regulations; enquiries of management and those charged with governance concerning any actual or potential litigation or claims, inspection of any relevant legal documentation, review of board minutes, testing the appropriateness of journal entries and the performance of analytical review to identify any unexpected movements in account balance which may be indicative of fraud.

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it. Irregularities that result from fraud might be inherently more difficult to detect that 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: www.frc.org.uk/auditresponsibilities. This description forms part of our auditor's report.

USE OF OUR REPORT

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

Piers Harrison (Senior Statutory Auditor)
For and on behalf of
Sumer Auditco Limited
Statutory Auditor

820 The Crescent
Colchester Business Park
Colchester
Essex
CO4 9YQ

Date:

CITIZENS UK CHARITY AND SUBSIDIARY

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

(INCLUDING THE GROUP INCOME AND EXPENDITURE ACCOUNT) YEAR ENDED 31 MARCH 2026

	Notes	Unrestricted Funds 2026	Restricted Funds 2026	Total Funds 2026	Total Funds 2025
Income from:		£	£	£	£
Donations and legacies	4	**840,549**	**4,200,139**	**5,040,688**	5,744,361
Donations and grants in kind		**20,512**	**-**	**20,512**	29,125
Investment income		**59,926**	**-**	**59,926**	96,517
Charitable activities:					
Membership dues		**1,633,351**	**-**	**1,633,351**	1,421,791
Training services		**110,224**	**-**	**110,224**	70,737
Other trading activities:					
Projects and other income		**4,844,614**	**-**	**4,844,614**	4,590,318
Total income		**7,509,176**	**4,200,139**	**11,709,315**	11,952,849
Expenditure on:	5				
Raising funds:					
Fundraising costs for grants and donations		**919,015**	**-**	**919,015**	891,268
Charitable activities:					
Capacity building for community organising		**6,771,881**	**4,459,925**	**11,231,806**	11,744,159
Total expenditure		**7,690,896**	**4,459,925**	**12,150,821**	12,635,427
Net (expenditure)/income for the year	6, 7	**(181,720)**	**(259,786)**	**(441,506)**	(682,578)
Balances brought forward at 1 April 2025		**2,378,938**	**923,499**	**3,302,437**	3,985,015
Balances carried forward 31 March 2026	18	**£ 2,197,218**	**£ 663,713**	**£ 2,860,931**	£ 3,302,437

See note 23 for the comparative consolidated statement of financial activities analysed by fund.

The Statement of Financial Activities includes all gains and losses for the year.
All incoming resources and resources expended derive from continuing activities.

The charitable company has taken advantage of section 408 of the Companies Act 2006 not to publish its own Statement of Financial Activities.

The notes on pages 50 to 68 form part of these financial statements.

CITIZENS UK CHARITY AND SUBSIDIARY

GROUP AND COMPANY BALANCE SHEETS

AS AT 31 MARCH 2026

	Notes	The Group		The Company	
		2026	2025	2026	2025
Fixed assets		£	£	£	£
Tangible assets	10	-	-	-	-
Investments	11	-	-	**100**	100
		-	-	**100**	100
Current assets					
Investments	12	**1,750,000**	3,200,000	**1,750,000**	3,200,000
Debtors	13	**1,248,011**	1,317,520	**1,144,981**	1,082,714
Cash and cash equivalents		**1,066,785**	597,789	**734,236**	316,326
		4,064,796	5,115,309	**3,629,217**	4,599,040
Creditors: amounts falling due within one year	14	**1,200,371**	1,805,884	**764,892**	1,289,715
Net current assets		**2,864,425**	3,309,425	**2,864,325**	3,309,325
Total assets less current liabilities		**2,864,425**	3,309,425	**2,864,425**	3,309,425
Creditors: amounts falling due after one year	15	**3,494**	6,988	**3,494**	6,988
Net assets		**£ 2,860,931**	£ 3,302,437	**£ 2,860,931**	£ 3,302,437
Charity Funds	18				
Unrestricted funds:					
Designated funds		**1,187,218**	1,368,938	**1,187,218**	1,368,938
General funds		**1,010,000**	1,010,000	**1,010,000**	1,010,000
		2,197,218	2,378,938	**2,197,218**	2,378,938
Restricted funds		**663,713**	923,499	**663,713**	923,499
	17	**£ 2,860,931**	£ 3,302,437	**£ 2,860,931**	£ 3,302,437

Net expenditure for the year of Citizens UK Charity was £441,506 (2025: £682,578).

The financial statements were approved and authorised for issue by the Trustee Board on.

Revd Canon Karen Rooms, Chair of the Board of Trustees

Company registration number: 05268071 Charity registration number: 1107264

The notes on pages 50 to 68 form part of these financial statements.

CITIZENS UK CHARITY AND SUBSIDIARY

STATEMENTS OF CHANGES IN EQUITY

YEAR ENDED 31 MARCH 2026

Group	Unrestricted Funds £	Restricted Funds £	Total £
At 1 April 2024	**2,136,070**	**1,848,945**	**3,985,015**
Net income/(expenditure) for the year	**242,868**	**(925,446)**	**(682,578)**
At 31 March 2025	**2,378,938**	**923,499**	**3,302,437**
Net expenditure for the year	**(181,720)**	**(259,786)**	**(441,506)**
At 31 March 2026	**£ 2,197,218**	**£ 663,713**	**£ 2,860,931**

Charity	Unrestricted Funds £	Restricted Funds £	Total £
At 1 April 2024	**2,136,070**	**1,848,945**	**3,985,015**
Net income/(expenditure) for the year	**242,868**	**(925,446)**	**(682,578)**
At 31 March 2025	**2,378,938**	**923,499**	**3,302,437**
Net expenditure for the year	**(181,720)**	**(259,786)**	**(441,506)**
At 31 March 2026	**£ 2,197,218**	**£ 663,713**	**£ 2,860,931**

The notes on pages 50 to 68 form part of these financial statements.

CITIZENS UK CHARITY AND SUBSIDIARY

STATEMENT OF CASH FLOWS AND CONSOLIDATED STATEMENT OF CASH FLOWS

YEAR ENDED 31 MARCH 2026

	Note	The Group 2026 £	The Group 2025 £	The Company 2026 £	The Company 2025 £
Cash flows from operating activities					
Net movement in funds		**(441,506)**	(682,578)	**(441,506)**	(682,578)
Interest received		**(59,926)**	(96,517)	**(59,926)**	(96,517)
Decrease/(increase) in debtors		**69,509**	369,108	**(62,267)**	284,984
(Decrease)/Increase in creditors		**(609,007)**	563,542	**(528,317)**	541,437
Net cash (used in)/generated from operating activities		**(1,040,930)**	153,555	**(1,092,016)**	47,326
Cash flows from financing activities					
Interest received		**59,926**	96,517	**59,926**	96,517
Net cash generated from financing activities		**59,926**	96,517	**59,926**	96,517
Cash flows from investing activities					
Investment in short term deposits		**(8,250,000)**	(10,111,369)	**(8,250,000)**	(10,111,369)
Short term deposits redeemed		**9,700,000**	9,911,369	**9,700,000**	9,911,369
Net cash generated from/(used in) investing activities		**1,450,000**	(200,000)	**1,450,000**	(200,000)
Increase/(decrease) in cash and cash equivalents during the year		**468,996**	50,072	**417,910**	(56,157)
Cash and cash equivalents brought forward		**597,789**	547,717	**316,326**	372,483
Cash and cash equivalents carried forward	22	**£1,066,785**	£ 597,789	**£ 734,236**	£ 316,326

The notes on pages 50 to 68 form part of these financial statements.

CITIZENS UK CHARITY AND SUBSIDIARY

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2026

1. GENERAL INFORMATION

Citizens UK is a company limited by guarantee, registered in England and Wales, registration number 05268071. The registered office address is Jacquard Point, 1 And 3 Tapestry Way, London, E1 2FJ. It is also a registered charity, registration number 1107264.

2. ACCOUNTING POLICIES

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year.

BASIS OF ACCOUNTING

The financial statements have been prepared under the historical cost convention. The financial statements have been prepared in accordance with the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act. The financial statements include the result of the Company and its wholly owned subsidiary, Centre for Civil Society Limited (Company number: 07333734) made up to 31 March 2026. Intra group transactions are eliminated on consolidation. Information about the subsidiary undertaking is provided in note 21 to the accounts.

The charity constitutes a public benefit entity as defined by FRS 102.

The financial statements are prepared in pounds sterling and are rounded to the nearest £1.

GOING CONCERN

Having reviewed the charity and group forecasts and projections, the Trustees have a reasonable expectation that there are adequate resources to continue in operational existence for the foreseeable future. The entity therefore continues to adopt the going concern basis in preparing its own and consolidated financial statements.

CONSOLIDATION

The consolidated financial statements incorporate the financial statements of the charitable company and its wholly owned subsidiary. The results of the subsidiary undertaking are consolidated on a line-by-line basis. As a consolidated statement of financial activities is published, a separate statement of financial activities for the parent company is omitted from the group financial statements by virtue of section 408 of the Companies Act 2006.

CITIZENS UK CHARITY AND SUBSIDIARY

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2026

2. ACCOUNTING POLICIES (CONTINUED)

FUND ACCOUNTING

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Any unrestricted funds that have been set aside by the trustees for particular purposes would be treated as designated funds.

Restricted funds are funds which are to be used in accordance with the specific restrictions imposed by donors or which have been raised by the charity for particular purposes.

Further details regarding unrestricted funds and restricted funds can be found in the relevant notes to the financial statements.

INCOME

All income is included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Grants and donations are included in full in the statement of financial activities when receivable. Dues receivable from member organisations are recognised when payment is requested. Donated goods and services are assessed, and where material, are recognised in both income and expenditure.

Income from investments is included when receivable.

Income is deferred where relevant, including situations in which there are performance criteria attached to the conditions of the funding.

EXPENDITURE

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes VAT which cannot be recovered and is reported as part of the expenditure to which it relates.

Expenditure on raising funds are those costs incurred by the charity in generating income, and principally comprise staff time spent preparing and submitting grant applications and maintaining relationships with funders.

Expenditure on charitable activities comprises those costs incurred by the charity in the delivery of is activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly; others are apportioned on an appropriate basis e.g. estimated usage.

CITIZENS UK CHARITY AND SUBSIDIARY

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2026

2. ACCOUNTING POLICIES (CONTINUED)

TANGIBLE FIXED ASSETS AND DEPRECIATION

Assets with a cost of less than £350 are expensed. Fixed assets are stated at cost less accumulated depreciation. Depreciation is calculated so as to write down to estimated residual value the cost of all other tangible fixed assets over their estimated useful lives as follows:

Leasehold improvements	–	over the term of the lease
Office and IT equipment	–	25% straight line

OPERATING LEASES

Rentals paid under operating leases are charged to income on a straight line basis over the lease term.

INVESTMENTS

Investments are stated at cost less provision for any diminution in value. Short term investments represent funds held in fixed term deposit accounts with maturities of less than twelve months from the reporting date.

CASH AND CASH EQUIVALENTS

Cash equivalents are recognised as such and included with other cash balances where they represent short term, highly liquid investments that are readily convertible to known amounts of cash without being subject to a significant change in value.

PENSION COSTS

The Company participates in the Pensions Trusts Growth Plan (the Plan). The Plan includes both defined benefit (now closed) and defined contribution benefit structures. The assets of the scheme are held separately from those of the charity in an independently administered fund. The plan is funded and is not contracted out of the state scheme. Due to the nature of the Plan, being a multi-employer pension Plan, the accounting charge for the period under FRS 102 represents the employer contribution payable. An accrual has been made for deficit repayment plans that the company is liable to meet. For details see Note 19.

FINANCIAL INSTRUMENTS

Financial instruments are classified and accounted for, according to the substance of the contractual arrangement, as either financial assets or financial liabilities:

- Short term debtors (financial assets) are measured at the transaction price.
- Short term creditors (financial liabilities) are measured at the transaction price.
- Long term debtors and creditors are discounted, where required, and where the discounting adjustment would be material.

CITIZENS UK CHARITY AND SUBSIDIARY

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2026

3. SIGNIFICANT JUDGEMENTS AND ESTIMATES

The more significant judgements and estimates involved in the preparation of the financial statements include:

- Assessing the way in which certain costs should be apportioned between funds.
- Assessing the necessity and quantum of any provision for doubtful debts in light of expected debtor recoverability.

CITIZENS UK CHARITY AND SUBSIDIARY

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2026

4. INCOME FROM DONATIONS AND LEGACIES

	Unrestricted Funds 2026 £	Restricted Funds 2026 £	Total Funds 2026 £	Total Funds 2025 £
Analysis by activity:				
Advisory and support services	**£840,549**	**£ 4,200,139**	**£5,040,688**	£ 5,744,361
This can be further analysed as:				
Charitable activities:				
A B Charitable Trust	-	**30,000**	**30,000**	-
TrustAbrdn Financial Fairness Trust	-	**34,000**	**34,000**	77,000
Aston University	-	**12,465**	**12,465**	41,475
Aviva Foundation	-	**83,145**	**83,145**	144,490
Big Lottery Fund	-	**593,548**	**593,548**	228,254
Cabot Learning Federation	-	-	-	40,000
Coram Children's Legal Centre	-	**37,414**	**37,414**	-
Esmée Fairbairn Foundation	-	**29,200**	**29,200**	1,010
European Climate Foundation	-	**107,460**	**107,460**	116,200
Garfield Western Foundation	-	-	-	20,000
Guys and St Thomas' Charity	-	**288,215**	**288,215**	307,718
ISS World Services	-	**25,000**	**25,000**	25,000
Joseph Rowntree Foundation	-	**55,300**	**55,300**	53,737
The Joseph Rowntree Charitable Trust	-	-	-	7,600
Joseph Rowntree Reform Trust	-	-	-	55,998
Justice Together Initiative	-	**175,000**	**175,000**	264,000
Kailo Study	-	**37,162**	**37,162**	-
Langkelly Chase	-	-	-	12,500
Legal Education Foundation	-	**50,000**	**50,000**	50,000
Millfield House Foundation	-	**32,806**	**32,806**	42,806
NHS South East London CCG	-	-	-	60,347
NHS South East London ICB	-	**570,195**	**570,195**	266,619
North Tyneside Council Public Health	-	-	-	28,000
Oak Foundation	-	**250,000**	**250,000**	300,000
Open Society Foundation	-	**47,064**	**47,064**	-
ORIT UK Acquisitions Limited	-	**32,665**	**32,665**	31,100
People's Health Trust – PHT	-	**8,620**	**8,620**	76,269
Carried forward	-	**2,499,259**	**2,499,259**	2,250,123

CITIZENS UK CHARITY AND SUBSIDIARY

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2026

4. INCOME FROM DONATIONS AND LEGACIES (continued)

	Unrestricted Funds 2026 £	Restricted Funds 2026 £	Total Funds 2026 £	Total Funds 2025 £
Brought forward	-	**2,499,259**	**2,499,259**	2,250,123
Social Housing and Resettlement Directorate	-	**305,816**	**305,816**	456,000
South London and Maudsley NHS Foundation Trust	-	-	-	386,820
South Est London St George's	-	-	-	42,500
The Barrow Cadbury Trust		**14,750**	**14,750**	-
The Greater London Authority		**87,500**	**87,500**	-
The Health Foundation	-	**20,000**	**20,000**	25,000
The Tudor Trust	-	**16,667**	**16,667**	5,877
This Day Foundation	-	**110,000**	**110,000**	373,977
Trust for London	-	**629,863**	**629,863**	1,229,863
UCL Community Cohesion	-	**56,667**	**56,667**	-
Unbound Philanthropy	-	**125,000**	**125,000**	125,000
University of the Arts London	-	-	-	40,000
Youth Endowment Fund	-	**334,617**	**334,617**	176,059
Other donations	**840,549**	-	**840,549**	633,142
Total grants and donations	**£ 840,549**	**£4,200,139**	**£ 5,040,688**	£ 5,744,361

Restricted funds received above total £4,200,139 (2025: £5,111,219).

CITIZENS UK CHARITY AND SUBSIDIARY

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2026

5. EXPENDITURE

Costs directly allocated to activities	Fund-raising 2026 £	Community Organising 2026 £	Governance 2026 £	Total 2026 £	Total 2025 £
Grants paid	-	**227,694**	-	**227,694**	154,606
Staff related costs	**919,015**	**7,905,091**	**195,375**	**9,019,481**	8,894,603
Project costs	-	**843,939**	-	**843,939**	719,781
Support costs allocated to activities					
Staff training, recruitment and DBS checks	-	**130,758**	-	**130,758**	192,331
Premises costs	-	**279,265**	-	**279,265**	199,645
Postage, printing and stationery	-	**44,679**	-	**44,679**	132,844
Travelling, subsistence and hospitality	-	**406,972**	-	**406,972**	549,789
Equipment leasing	-	**101,400**	-	**101,400**	100,884
IT and communication costs	-	**199,084**	-	**199,084**	105,269
Auditor's fees	-	**31,674**	-	**31,674**	28,820
Legal, professional and accountancy fees	-	**58,545**	-	**58,545**	304,717
Doubtful debts	-	**178,383**	-	**178,383**	267,741
Other expenses	-	**625,526**	-	**625,526**	969,877
Pension remeasurement	-	**3,421**	-	**3,421**	14,520
Total expenditure	**£ 919,015**	**£ 11,036,431**	**£ 195,375**	**£ 12,150,821**	£ 12,635,427

Restricted expenditure above totals £4,459,925 (2025: £6,036,665).

All grants made by the charity were paid to institutions for the purpose of community organising which is in line with the charity's objectives.

6. NET (EXPENDITURE) / INCOME FOR THE YEAR

	2026 £	2025 £
This is stated after charging:		
Operating lease rentals – land and buildings	**211,933**	137,054
Operating lease rentals – other	**101,400**	99,965
Auditor's remuneration – audit	**22,720**	21,040
Auditor's remuneration – other services	**3,080**	1,105

CITIZENS UK CHARITY AND SUBSIDIARY

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2026

7. STAFF COSTS AND NUMBERS

Staff costs (including those recharged) were as follows:	2026 £	2025 £
Salaries	**7,277,108**	7,334,694
Social security costs	**955,676**	787,200
Pension costs	**696,601**	689,084
	£ 8,929,385	£ 8,810,978

The number of employees with total remuneration over £60,000 during the year was:

	2026 Number	2025 Number
In the band £60,000 - £70,000	**16**	13
In the band £70,000 - £80,000	**5**	8
In the band £80,000 - £90,000	**6**	5
In the band £90,000 - £100,000	**1**	4
In the band £100,000 - £110,000	**2**	-
In the band £140,000 - £150,000	**1**	1
	31	31

The key management personnel of the group comprise those of the charity and those of its wholly owned subsidiary, Centre for Civil Society Limited.

The total remuneration of the key management personnel was £539,318 (2025 : £543,547).

Based on actual staff numbers, there were 168 number of staff employed on an average basis during the year (2025: 179).

On a full time equivalent basis, the average number of employees is as noted below:	2026	2025
Executive Director and Lead Organiser	**1**	1
Community Organisers	**106**	113
Directors	**3**	4
Managers	**15**	16
Administrators	**20**	21
	145	155

CITIZENS UK CHARITY AND SUBSIDIARY

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2026

8. TRUSTEE REMUNERATION AND EXPENSES

No Trustee received any remuneration during the year. Travel expenses of £1,252 (2025: £149) were reimbursed to four (2025: one) Trustee(s) during the year. Other expenses of £Nil (2025: £Nil) were reimbursed to no (2025: no) Trustees during the year. No Trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year. The Trustees, as a body, have ultimate control of the charity.

9. TAXATION

As a registered charity, Citizens UK Charity is exempt from tax on income and gains falling within Part 11 of the Corporation Tax Act 2010 to the extent that these are applied to its charitable objectives. No charges have arisen in the charity. The charity is registered for Gift Aid with HM Revenue and Customs under reference XT26943. The subsidiary company pays Gift Aid to Citizens UK.

10. TANGIBLE FIXED ASSETS

The company and group	Leasehold improvements £	Office and IT equipment £	Total £
Cost			
At 31 March 2025 and 31 March 2026	**4,078**	**19,397**	**23,475**
Depreciation			
At 1 April 2025 and 31 March 2026	**4,078**	**19,397**	**23,475**
Net book value			
At 31 March 2026	**£ -**	**£ -**	**£ -**
At 31 March 2025	**£ -**	**£ -**	**£ -**

The charity's tangible fixed assets are used to support charitable activities.

CITIZENS UK CHARITY AND SUBSIDIARY

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2026

11. FIXED ASSET INVESTMENTS

	2026 £	2025 £
The company		
Shares in subsidiary undertakings	**100**	100

The company owns 100% of the issued share capital of Centre for Civil Society Limited (Registered company number 07333734) a company registered in England and Wales. For the principal activity and further details of the Centre for Civil Society Limited see note 21.

12. CURRENT ASSET INVESTMENTS

	2026 £	2025 £
The company and group		
Short term investments	**1,750,000**	3,200,000

13. DEBTORS

	2026 £	2025 £
The company		
Accounts receivable	**199,365**	384,837
Other debtors	**50,386**	50,386
Accrued grants receivable	**101,373**	22,500
Amounts owed by group undertakings	**777,536**	571,368
Prepayments	**16,321**	53,623
	£ 1,144,981	£ 1,082,714
The group		
Accounts receivable	**1,029,868**	1,142,024
Other debtors	**51,825**	50,787
Accrued grants receivable	**101,373**	22,500
Prepayments	**64,945**	102,209
	£ 1,248,011	£ 1,317,520

CITIZENS UK CHARITY AND SUBSIDIARY

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2026

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2026 £	2025 £
The company		
Accounts payable	**36,375**	63,184
Social security and other taxation	**271,544**	275,137
Other creditors	**37,896**	161,787
Accruals	**64,175**	181,296
Deferred income	**351,408**	600,779
Pension deficit accrual	**3,494**	7,532
	£ 764,892	£ 1,289,715
The group		
Accounts payable	**36,375**	251,899
Social security and other taxation	**370,452**	419,847
Other creditors	**150,160**	244,805
Accruals	**288,482**	281,022
Deferred income	**351,408**	600,779
Pension deficit accrual	**3,494**	7,532
	£ 1,200,371	£ 1,805,884

15. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2026 £	2025 £
The company		
Pension deficit accrual	**3,494**	6,988
	£ 3,494	£6,988
The group		
Pension deficit accrual	**3,494**	6,988
	£ 3,494	£ 6,988

CITIZENS UK CHARITY AND SUBSIDIARY

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2026

16. GRANTS RECEIVED IN ADVANCE (DEFERRED INCOME)

	2026 £	2025 £
The group and the company		
Deferred at 1 April 2025	**600,779**	289,602
Released to Statement of Financial Activities	**(600,779)**	(289,602)
Received and deferred in the year	**351,408**	600,779
Deferred at 31 March 2026	**£ 351,408**	£ 600,779

17. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds £	Restricted Funds £	Total £
The company			
Fixed asset investments	**100**	**-**	**100**
Net current assets	**2,200,612**	**663,713**	**2,864,325**
Long term liabilities	**(3,494)**	**-**	**(3,494)**
At 31 March 2026	**£ 2,197,218**	**£ 663,713**	**£ 2,860,931**
The group			
Net current assets	**2,200,612**	**663,713**	**2,864,425**
Long term liabilities	**(3,494)**	**-**	**(3,494)**
At 31 March 2026	**£ 2,197,218**	**£ 663,713**	**£ 2,860,931**

CITIZENS UK CHARITY AND SUBSIDIARY

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2026

18. MOVEMENT IN FUNDS

The group	At 1 April 2025 £	Incoming resources £	Outgoing resources £	At 31 March 2026 £
Unrestricted funds:				
Designated funds	1,368,938	**7,509,176**	**(7,690,896)**	**1,187,218**
General funds	1,010,000	**-**	**-**	**1,010,000**
Total unrestricted funds	2,378,938	**£ 7,509,176**	**£ (7,690,896)**	**£ 2,197,218**
Restricted funds:				
Birmingham Citizens	-	**96,626**	**(96,626)**	**-**
Brighton	6,172	**85,130**	**(78,837)**	**12,465**
Cambridgeshire	22,520	**99,952**	**(111,376)**	**11,096**
Climate	-	**149,907**	**(64,423)**	**85,484**
Essex	-	**57,479**	**(39,133)**	**18,346**
Lancashire	8,619	**51,517**	**(58,996)**	**1,140**
Liverpool	15,204	**56,226**	**(71,430)**	**-**
London Citizens	376,339	**12,276**	**(179,613)**	**209,002**
Manchester	31,205	**96,543**	**(104,409)**	**23,339**
MaRO	-	**513,633**	**(510,214)**	**3,419**
NLC	7,250	**172,639**	**(165,275)**	**14,614**
Nottingham	21,296	**42,889**	**(64,185)**	**-**
PACT	71,138	**242,982**	**(314,120)**	**-**
SLC	118,800	**695,607**	**(656,713)**	**157,694**
Somerset	27,496	**54,273**	**(81,769)**	**-**
Sponsor Refugees	27,253	**525,854**	**(552,959)**	**148**
TAD	-	**392,213**	**(373,897)**	**18,316**
TELCO	-	**194,828**	**(194,828)**	**-**
Thames Valley	-	**81,587**	**(81,587)**	**-**
Tyne Citizens	56,580	**273,786**	**(283,296)**	**47,070**
Wales	16,159	**116,317**	**(132,476)**	**-**
West Yorkshire	-	**89,886**	**(89,886)**	**-**
West London Citizens	117,468	**97,989**	**(153,877)**	**61,580**
Total restricted funds	£ 923,499	**£ 4,200,139**	**£ (4,459,925)**	**£ 663,713**
Total funds	£ 3,302,437	**£ 11,709,315**	**£ (12,150,821)**	**£ 2,860,931**

CITIZENS UK CHARITY AND SUBSIDIARY

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2026

18. MOVEMENT IN FUNDS (continued)

In respect of the more material funds:

- Designated funds relate to the following:
  - Living Wage Foundation work, £444,635 (2025: £418,846);
  - Head Office costs, £225,000 (2025: £358,941); and
  - Chapter Designated surplus, £517,583 (2025: £591,151).
- All restricted grants referring to 'organiser' or regional locations represent funding for community organisers in the areas shown, or for the projects named in the relevant areas.
- The Sponsor Refugee project is primarily focused on sponsoring refugees and is mainly funded by the Sponsor Refugees Foundation.

19. PENSION COMMITMENTS (THE GROUP AND THE COMPANY)

The Company participates in the Pensions Trust's Growth Plan (the Plan). The Plan is funded and is not contracted out of the state scheme. It is a multi-employer pension plan and the share of underlying assets and liabilities belonging to individual participating employers constantly varies according to, for example, the performance of the Plan's investments. Due to the nature of the Plan, the accounting charge for the period under FRS 102 represents the employer contributions payable. The Plan includes both defined benefit (now closed) and defined contribution benefit structures (known as "Series"), and as such it has inherent guarantees that mean that the Company may need to make further contributions to meet deficits.

Following a change in legislation in September 2005, the potential debt on the Company could be levied by the Trustees of the Plan in the event of the Company ceasing to participate in the Plan or the Plan winding up, increased substantially. More recently, certain provisions of the Pensions Act 2011 which came into force on 24 July 2014 altered the definition of money purchase benefits in relation to Series 3 of the Growth Plan so that a liability arises to employers from past membership of any existing Series except Series 4. The debt for the Plan as a whole is calculated by comparing the liabilities for the Plan (calculated on a buy-out basis i.e. the cost of securing benefits by purchasing annuity policies from an insurer, plus an allowance for expenses) with the assets of the Plan. If the liabilities exceed assets there is a buy-out debt.

The leaving employer's share of the buy-out debt is the proportion of the Plan's liability attributable to members' employment with the leaving employer compared to the total amount of the Plan's liabilities (relating to members' employment with all the other current participating employers). The leaving employer's debt may also include a share of any 'orphan' liabilities in respect of other former participating employers. The amount of the debt therefore depends on many factors including total Plan liabilities, Plan investment performance, the liabilities in respect of current former employees of the employer, financial conditions at the time of the cessation event and the insurance buy-out market. The amount of any debt can therefore fluctuate over time.

CITIZENS UK CHARITY AND SUBSIDIARY

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2026

19. PENSION COMMITMENTS (THE GROUP AND THE COMPANY) (continued)

The Company has been notified by the Pensions Trust of its estimated employer debt on withdrawal from the Plan based on the financial position of the Plan as at 30 September 2025. As of this date the estimated debt for the Company was £30,792. Whilst this contingent liability is not provided for within the accounts, the following paragraph shows the accrual that has been made in relation to the deficit.

The Company has also been notified that additional contributions are payable in order to eliminate the Company's share of the funding deficit in the Plan. In accordance with the Company's accounting policy, this expenditure will be recognised in the accounts as the contributions become payable. A liability of £6,988 has been recognised at 31 March 2026 (2025: £14,520) in respect of the deficit repayments that the company is liable to meet. This represents amounts falling due both within, and after, one year.

At the year end there were outstanding contributions amounting to £Nil (2025: £Nil).

DEFICIT REPAYMENT PLAN

Under FRS 102 the Company is required to provide for liabilities falling due in respect of pension scheme deficit repayment plans where it has entered into such agreements to reduce its deficits.

As a result of the materiality of the balance in the current year, it has not been necessary to discount this.

CITIZENS UK CHARITY AND SUBSIDIARY

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

20. LEASING COMMITMENTS (THE GROUP AND THE COMPANY)

At 31 March 2026 the group and the company had total commitments under non-cancellable operating leases as set out below:

	Land and buildings 2026 £	Other 2026 £	Land and buildings 2025 £	Other 2025 £
Operating leases which expire:				
Not later than one year	**202,794**	**59,654**	209,044	77,615
Later than one year and not later than five years	**171,726**	**34,897**	374,520	78,211
	£ 374,520	**£ 94,511**	£ 583,564	£ 155,826

CITIZENS UK CHARITY AND SUBSIDIARY

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2026

21. SUBSIDIARY UNDERTAKING – CENTRE FOR CIVIL SOCIETY LIMITED

The mission of the Centre for Civil Society is to strengthen and support Civil Society as the 'First Sector' in Britain and Ireland. A powerful Civil Society will balance the power of the State and the market. This is necessary for a healthy democracy.

In the long term the aim of the Centre is to be the voice of Civil Society in the UK - to encourage developments which enhance Civil Society and to speak out and act on developments which undermine and threaten Civil Society. Initially, the company will act as a delivery vehicle for developing citizens training and supporting the unique alliance of major Civil Society partners who share a primary interest in this sector and its survival and strength.

The company will, among other activities, undertake training, research and consultancy with Strategic Partners that wish to develop an 'organising' culture and approach across their membership and core institutions. The Centre will eventually include the provision of archives, advocacy and policy co-ordination, and be a focus for relevant research. It will also deliver the training objectives of Citizens UK and contribute to the strategic development of Citizens' organisations around the UK and overseas.

During 2025/26 financial year most income received by CfCS related to Living Wage Accreditation income from Living Wage Employers.

	2026 £	**2025 £**
Income	**4,844,614**	4,590,318
Expenditure	**(1,488,447)**	(1,576,057)
Result for the year	**£ 3,356,167**	£ 3,014,261

	2026 £	**2025 £**
Summary balance sheet:		
Current assets	**1,213,115**	1,087,637
Current liabilities	**(1,213,015)**	(1,087,537)
Net assets	**£ 100**	£ 100
Share capital	**100**	100
	£ 100	£ 100

CITIZENS UK CHARITY AND SUBSIDIARY

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2026

22. ANALYSIS OF CHANGES IN NET DEBT

	Balance at 1 April 2025 £	Cash flows £	Other non-cash changes £	Balance at 31 March 2026 £
The group				
Bank and cash balances	597,789	**468,996**	**-**	**1,066,785**
Current asset investments	3,200,000	**(1,450,000)**	**-**	**1,750,000**
	£ 3,797,789	**£ (1,281,004)**	**£ -**	**£ 2,816,785**
The company				
Bank and cash balances	316,326	**417,910**	**-**	**734,236**
Current asset investments	3,200,000	**(1,450,000)**	**-**	**1,750,000**
	£ 3,516,326	**£ (1,032,090)**	**£ -**	**£ 2,484,236**

CITIZENS UK CHARITY AND SUBSIDIARY

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2026

23. CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

YEAR ENDED 31 MARCH 2025

	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Funds 2025 £
Income from:			
Donations and legacies	**633,142**	**5,111,219**	**5,744,361**
Donations and grants in kind	**29,125**	**-**	**29,125**
Investment income	**96,517**	**-**	**96,517**
Charitable activities:			
Membership dues	**1,421,791**	**-**	**1,421,791**
Training services	**70,737**	**-**	**70,737**
Other trading activities:			
Projects and other income	**4,590,318**	**-**	**4,590,318**
Total income	**6,841,630**	**5,111,219**	**11,952,849**
Expenditure on:			
Raising funds:			
Fundraising costs for grants and donations	**891,268**	**-**	**891,268**
Charitable activities:			
Capacity building for community organising	**5,707,494**	**6,036,665**	**11,744,159**
Total expenditure	**6,598,762**	**6,036,665**	**12,635,427**
Net income/(expenditure) for the year	**242,868**	**(925,446)**	**(682,578)**
Balances brought forward at 1 April 2024	2,136,070	1,848,945	3,985,015
Balances carried forward 31 March 2025	**£ 2,378,938**	**£ 923,499**	**£ 3,302,437**




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citizens





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