

TORBAY CITIZENS ADVICE BUREAUX

England & Wales · Charity number 1017649

Details

Other names	C A B, TORBAY CAB
Status	Registered
Legal form	Charitable company
Company number	02785039
Registered	1993-02-24
Register	View on the Charity Commission register

Contact

Address	Torbay CAB 29 Palace Avenue Paignton Devon TQ3 3EQ
Phone	01803 558728
Email	manager@torbaycitizensadvice.org.uk
Website	www.citizensadvicetorbay.org.uk

Activities

Objects: THE PROMOTION OF ANY CHARITABLE PURPOSES FOR THE BENEFIT OF THE COMMUNITY IN THE AREA OF TORBAY BY THE ADVANCEMENT OF EDUCATION THE PROTECTION OF HEALTH AND THE RELIEF OF POVERTY SICKNESS AND DISTRESS

Activities: The delivery of Specialist and Generalist advice services to the residents of Torbay

Classification

- **How:** Provides Advocacy/advice/information
- **What:** The Prevention Or Relief Of Poverty
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** TORBAY
- Torbay

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£236,704	£315,103	-	-
2024-03-31	£289,127	£315,555	-	-
2023-03-31	£204,794	£303,514	-	-
2022-03-31	£352,359	£334,167	-	-
2021-03-31	£311,066	£300,082	-	-

Trustees

Name	Role	Appointed
Dr John Robert Lowes	Chair	2018-10-30
Christopher Ian Jewell		2024-07-27
Florence Elizabeth Barker		2025-11-20
Geoffrey Russell Buck		2019-03-25
Julie Anne Kellet		2024-06-27

TORBAY CITIZENS ADVICE BUREAUX

England & Wales - Charity number 1017649

Accounts

Company registration number: 2785039

Charity registration number: 1017649

Torbay Citizens Advice Bureaux

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2025

Thompson Jenner LLP
Chartered Accountants
1 Colleton Crescent
Exeter
Devon
EX2 4DG

Torbay Citizens Advice Bureaux

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Torbay Citizens Advice Bureaux

Reference and Administrative Details

Trustees	G Buck
	J Lowes
	J Kellet
	C Jewell
	P Gibson
Charity Registration Number	1017649
Company Registration Number	2785039
Registered Office	The charity is incorporated in England & Wales.
	29 Palace Avenue
	Paignton
	Devon
	TQ3 3EQ
Independent Examiner	Thompson Jenner LLP
	Chartered Accountants
	1 Colleton Crescent
	Exeter
	Devon EX2 4DG

Torbay Citizens Advice Bureaux

Chair's Report for the Year Ended 31 March 2025

The year 1 April 2024 to 31 March 2025 has generally been another year of progress and success. Our shared (with Citizens Advice Exeter) CEO, Sue Julyan, has built on the firm foundations she laid last year, ably assisted by Assistant CEO, Lyndsay Jarman (also based in Exeter) and our Advice Services Manager (based in our Paignton office), Jackie Ekers. Our advisor and administration team of paid staff and well-trained volunteers have also contributed to this success, and we ended the year in a good position. As this goes to press, July 2025, we have just had our governance and leadership validated by the National Citizens Advice organisation as all "Green" (the highest we could get) and we have also achieved Advice Quality Standard (AQS) accreditation for casework in Debt, Disability and Welfare Benefits.

As reported for the previous two years, the Trustees decided to set a deficit budget for the year 24/25. The Trustees have retained this policy for 25/26 to endeavour to retain our highly trained and professional paid staff by funding salaries from reserves as necessary. We remain immensely grateful for the continued significant funding from Torbay Council (and again for this year 25/26). In 24/25 we were successful in gaining additional streams of funding which eventually reduced our final deficit from a predicted £165k to £78k.

Using a Treasury-approved model we generated £3.76 in savings to government and public services for every £1.00 invested. However, Local Citizens Advice (LCA) offices receive no government funding, contrary to the perception of many.

We have a good relationship with Torbay MP, Steve Darling, who was special guest for our last AGM. We also have good working relationships with the councillors and officers of Torbay Council. Part of our area falls under the constituency of South Devon MP, Caroline Voaden, and we have contact with her too. We actively provide them all with up-to-date information about the issues facing residents in the Torbay area.

On 1st April 2024 we had 27 volunteer staff (including 4 Trustees) and on 31st March 2025 we had 33 (including the board of 5 Trustees plus one employee / volunteer representative). On date of writing this report (July 25) we still have 33 (including 5 Trustees plus one employee / volunteer representative), with training of additional volunteers taking place in September 2025.

As I reported last year, our Advice Services Manager emphasises that our volunteers are our strength and every one of them has something to offer to the service. Due to the high demand for our service both face to face and by phone, and to ensure we are reaching out into our community, we will always need more volunteers. However, the fact that we are continuing to grow in number is a testament to their dedication and commitment, and to the support they receive from all the Team including the Training staff and supervisors. I and other Trustees have had the pleasure of sitting on several interview panels and seeing advisors in training and at work, and we can attest to the quality and motivation of the people we recruit and employ.

We do make a difference.

Geoff Buck

Chair


5/9/2025

Torbay Citizens Advice Bureaux

Trustees' Report

Trustees and officers

The trustees and officers serving during the year and since the year end were as follows:

Trustees:	G R Buck
	J R Lowes
	E J King Resigned 26 July 2024
	J A Kellet Appointed 27 June 2024
	S J Morgan Resigned 30 May 2024
	C Jewell Appointed 22 July 2024
	P Gibson Appointed 13 February 2025

The Trustees, who are directors for company law purposes, present their annual report together with the unaudited annual accounts for the period ending 31 March 2025 which comply with current statutory requirements, the charity's governing documents and prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The charity was incorporated on 29 January 1993 and is a company limited by guarantee, having no share capital.

Objectives

The charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Torbay and surrounding areas.

Torbay Citizens Advice Bureaux

Trustees' Report

Purposes and aims

Vision Statement

- ✓ All members of the community can solve the problems they face and, as a result, live happier and more productive lives.

Mission Statement

- ✓ To provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities valuing diversity, promoting equality and challenging discrimination.

Strategic Outcomes

- A. Reduced social and financial deprivation
- B. Improved mental health and wellbeing for the community
- C. More equitable and cohesive society
- D. Stronger and more resilient communities

Strategic Aims

- A. Be accessible for anyone in the community regardless of any barrier
- B. Develop our knowledge and understanding of the complex needs of our clients
- C. Design our services so that they are more reflective of and relevant to the communities we serve
- D. Campaign for change at a local and national level

We have referred to the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

Torbay Citizens Advice Bureaux

Trustees' Report

How our activities deliver public benefit

The trustee board is convinced that the work that the charity does, and the services it provides, are crucial elements in ensuring that those most in need are supported in accessing their rights. Without the charity, many clients would have nowhere to go and no-one to help them with their problems. In line with other resort economies, Torbay has suffered more than many areas of the country, being the 48th most deprived local authority in England.

All our charitable activities focus on the provision of free advice to the general public on a range of issues; including welfare benefits and tax credits, debt and money, housing and employment, family issues and consumer advice. Our activities are undertaken to further our charitable purposes for the public benefit. Largely, those benefiting from our services are those most in need, particularly those in financial hardship.

For every £1 invested in our service in 2024/25, we generated:

£3.76 in savings to government and public services (fiscal benefits) Total: £853,973	£25.62 in wider economic and social benefits (public value) Total: £5,820,189	£19.32 in financial value to the people we help (specific outcomes to individuals) Total: £4,388,784
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It's impossible to put a financial value on everything we do – but where we can, we have. We've used a Treasury-approved model to do this.

From our robust management information, we've also separately considered the financial benefits to the people we help.

Client satisfaction

We carefully monitor our clients' satisfaction with our service; the feedback we receive is vital to our planning process.

- Citizens Advice Torbay is a client-focused organisation
- A client will be given as much time as he or she needs, but it is recognised that this may not be as much time as he or she wants
- Services will be targeted towards those who are most in need
- The quality of services offered to clients must remain demonstrably high
- The financial and structural viability of the organisation shall be considered when introducing any new services
- It is recognised that new services and initiatives should be directed primarily at strengthening the core of the service, either structurally or financially

Torbay Citizens Advice Bureaux

Trustees' Report

Overall we helped **3,030** people and dealt with **10,795** different issues.



77%

said their problem was **solved** following advice



87%

said we **helped** them find a way forward



85%

would **recommend** the service

Life is complicated. Sometimes people encounter challenges and problems that they don't know how to deal with, and they need help to overcome.



9 in 10 of our clients said their problem affected their lives, including causing anxiety and financial difficulty



2 in 3

say they had difficulty knowing who to contact or how systems work before advice



4 in 5

experienced a shock or life event before their problem

Torbay Citizens Advice Bureaux

Trustees' Report

Governance

The charity is managed by its Trustee Board. The members are charity trustees who have a legal responsibility for the general control and management of the charity, including financial management and control. All trustees give their time voluntarily and receive no benefits from the charity.

The Trustee Board is responsible for ensuring that the charity complies with the Citizens Advice Membership Scheme, charity legislation, and relevant company law.

New trustees are assigned a mentor, and are provided with an induction pack, an initial induction programme, and on-going training and support as required. This includes the opportunity to observe the work of the charity and briefings at Board meetings on areas of the charity's work. Furthermore, Citizens Advice provides a programme of trustee training for new and existing trustees.

Management

Under a partnership with Citizens Advice Exeter we share a leadership team. Therefore, the day to day running of the charity during the year was delegated to the leadership team, consisting:

Suzanne Julyan - Chief Executive Office (shared with Exeter)

Lyndsay Jarman - Assistant Chief Executive Officer (shared with Exeter)

Jackie Ekers - Advice Services Manager

Administration

Administration within the charity is supported by a dedicated team of administrative volunteers who undertake tasks such as opening post, filing, data input and photocopying. We pay tribute to our administrative volunteers for their continued support and dedication to our work during these challenging times.

Who used and benefited from our services?

The charity continues to offer telephone and digital advice and information services. Some clients are seen on a face to face basis by appointment. During the last year, we continued to work with national Citizens Advice to deliver the freephone Adviceline service.

Without the contribution of volunteers, our generalist advice and information service would not run. During the year, they have given in the region of 7,027 hours of time through regular volunteering, or equivalent to 3.6 full-time equivalent staff members, or some £239,019 in value. The Board wish to thank the many volunteers who ensured the continued operation of the charity by donating their time and experience during these challenging times.

Client Profile

Of the clients who used the services of the charity during the year, 41% were under 65 years of age, 56% were female, 72% were white British, and 67% were disabled or living with a long-term health condition.

Advice Needs

During the year, the charity assisted 2,506 clients directly with their advice needs, involving 10,744 individual issues.

Torbay Citizens Advice Bureaux

Trustees' Report

The demand on our advice services, by issue, was as follows:

Client Issues	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	Grand Total
Benefits & tax credits	2713	1892	2068	2355	3915	3576	16519
Benefits Universal Credit	2737	1991	1431	575	772	843	9349
Charitable Support & Food Banks				180	244	204	628
Consumer goods & services	383	383	346	390	562	252	2316
Debt	1720	1720	1079	1175	1260	1283	8237
Education	13	19	19	14	23	24	112
Employment	772	732	370	245	381	400	2900
Financial services & capability	190	179	384	120	198	196	1267
GVA & Hate Crime	64	42	16	23	26	47	218
Health & community care	128	160	118	102	146	241	895
Housing	1073	816	1005	932	1125	1376	6237
Immigration & asylum	122	69	83	72	108	152	606
Legal	374	281	163	197	306	419	1740
Other	162	145	457	59	52	71	946
Relationships & family	645	409	300	279	465	609	2707
Tax	103	70	32	65	99	115	484
Travel & transport	111	72	66	56	147	245	697
Utilities & communications	605	950	1870	2029	1849	742	8045
Grand Total	11915	9930	9807	8868	11678	10795	78212

Torbay Citizens Advice Bureaux

Trustees' Report

As can be seen from the figures above, the charity continues to put most of its resources towards welfare benefits and debt issues, with these catering for more than half of our current client issues. Given the uncertain economic climate for many of our clients as we navigate the ongoing cost-of-living crisis, we expect to see continuing high levels of money and debt enquiries as household finances remain challenging for our clients, including those who now have a negative budget.

We already identify clients who can use other national free debt providers as the volume of enquiries is not manageable within our resources. However, that does mean that the charity tends to retain the most vulnerable clients or those with high support needs. Last year, we identified additional income gains for our clients exceeding £1.9m. We were successful in writing off £65,222 worth of debt for our clients.

We pay tribute to our volunteers for their continued support and expertise during the current cost of living crisis.

Digital

During the year, the charity has assisted additional clients by supporting through its website. Currently, we are not able to track the number of visitors to the website, but a new website is soon to be launched, which will enable us to do this into the future. We have had 481 'X' impressions, 1 new follower and a total number of 285 followers. On Facebook, we have had 322 page visits and a total number of 1157 followers.

Research and Campaigns

Our work is not just about advice and information services. We work hard to campaign for changes in policies and practices that affect large sections of the population, based on the experiences of our clients.

We also deliver preventative measures, including Gambling Harm and Scams Awareness, to ensure that people have skills and confidence. We offer friendly and informal sessions designed to help everyone, no matter what their level of money knowledge or capability. Our trained staff and volunteers are able to cut through the jargon and pass on valuable tips which can really make a difference to people's lives.

We pay tribute to our research and campaigns, and training volunteers for their continued support and expertise during the challenges of the last year.

Strategy

Cost of Living Crisis

We will work with our clients, local partners and national Citizens Advice to ensure that our services meet the challenges and uncertainties and that our evidence is used to develop Government policy to support those affected by the cost of living.

We will work with local partners to support with the predicted increase in the demand for our services and the increased complexity of the issues that clients present. Although the health emergency of Covid has diminished, the financial and employment related issues will last for many months afterwards. This cross-cutting theme is embedded across the following strategic objectives:

Torbay Citizens Advice Bureaux

Trustees' Report

Strategic Priorities 2024-25

Advice <i>Improving the experience people have when they come to us so that everyone leaves with the knowledge and confidence they need to find a way forward</i> We will: achieve at least an 80% client experience satisfaction score from those completing our client survey	Refine our vision for our AdviceLine service, alongside the Torbay Community Helpline by conducting an evidence-based strategic review. Seek to establish new referral routes so that clients have access to advice at an early stage. Ensure we maintain enough resource to support our most vulnerable clients who are likely to need a 1-2-1 service.
Health and Wellbeing <i>Supporting the health and well-being of those in financial hardship and those at risk of homelessness</i> We will: achieve income gains for our 'core' clients totalling a minimum of £500,000 per annum	Work with the Health and Wellbeing and Advice and Information Networks to meet the needs of the Torbay community by exploiting partnership working opportunities. Expand our outreach offer in the community to ensure that the most vulnerable can access the service. Build a new team with a focus on helping those 'heading for homelessness' to give holistic support to keep them in their home.
Advocacy <i>Being a stronger voice on the issues that matter most to the people who come to us for advice</i> We will: have produced 100 evidence forms highlighting failings in local or national policy or practice, leading to one local and one wider than local campaign	Work jointly (with DRAC/Coastal Communities) to highlight research and campaigning issues and run shared campaigns to raise awareness and inform policy development. Complete an annual assessment of research and campaigns activity as part of the Citizens Advice Leadership Self-Assessment. Link our publicity and social media posts to key research and campaign issues.
Collaboration <i>Playing a leading role to ensure that there is sufficient capacity within the advice and information sector, including the use of technology</i> We will: -have implemented a new partnership model funded by National Lottery Reaching Communities grant. -be delivering workshops in the community working with our Local Motion partners to support Torbay residents with their financial wellbeing.	Conduct a review of service, locations and any unmet need. Continue to co-ordinate quarterly meetings of the advice and information partnership. Work with Local Motion to improve financial wellbeing in Torbay by delivering workshops in the community.
Sustainability <i>Secure our future as a service through a more collaborative and proactive approach to service delivery with focus on 3 key areas: Finance, expanding the trustee board and working in partnership</i> We will: -have an agreed contract with the LA to deliver an advice and information service for a sustained period. -recruit 8 volunteers and 3 trustees through different channels and places in line with our EDI strategy. -have a service that meets rising demand.	Work with the LA as part of the tendering process. Ensure that our volunteer base, including trustees, is diverse and representative of the local community. Develop a more enhanced offer by using reserves to demonstrate impact, including by having staff trained and ready to step into projects when needed. Use increased evidence of impact to secure more funding through bid applications.

This strategy and the supporting business development plan will be used along with a strategy day in spring 2026, to guide the charity's development over the coming years.

Financial review

The Charity has been able to operate within its planned budgets. However, the future financial climate will mean that the Charity will face a more difficult and challenging operating environment going forward.

The charity has benefited from grants and funding from Torbay Council, and others, which has enabled the continuation of generalist advice and information services by volunteers, managed and supported by paid staff.

In addition, the charity has again successfully delivered the following projects and services in addition to the generalist advice and information service:

Torbay Council Adult Social Care Precept: Funding to provide energy and debt advice

Gibbons Trust: Funding to provide debt advice

National Lottery Awards for All: Funding to enable two drop-ins per week and to support with training and supervision costs

Norman Trust: Funding to enable two drop-ins per week and to support with training and supervision costs

Yorkshire Building Society Project: Funding through a national Citizens Advice project to provide face to face generalist advice in the branch to those approaching the Yorkshire Building Society

Macmillan Cancer Support Devon-wide Project: Funding for a holistic welfare benefits, employment, housing, debt and general advice service for people affected by cancer

Seetec Pluss Project: Funding for a generalist adviser to be based at Seetec Pluss providing face to face advice for those working with an employment coach

Torbay Citizens Advice Bureaux

Trustees' Report

Heading for Homelessness? Here's Help to Find a Way Forward Project: Funding from the Nationwide Community Fund to support those at risk of homelessness by giving advice and information

Reserves policy

The charity is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The charity maintains a projection of income for at least three years ahead and aims to ensure that this continues to be derived from as wide a variety of sources as possible. The Trustees will take all necessary steps and use their best endeavours to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise, should a significant reduction in income be incurred and given the prevailing economic climate within Torbay, the Trustees have determined that "free" reserves should be maintained equal to at least six months normal operating expenditure. In addition, as part of an agreed development plan, the charity had recognised the need to move to new, fully accessible premises. Although the Trustee Board has lowered the priority of this objective, it is recognised that in future some reserves may need to be allocated for this purpose.

In addition, the charity will continue to designate funds to ensure that our IT systems are maintained at a sufficient level to ensure the continued delivery of a quality advice service.

Trustees will consider the designation of further reserves where these support the long-term strategy of the charity, including use for fundraising activities or volunteer recruitment and training.

Risk management

The Trustee Board is responsible for the effective management of risk and for making sure that internal controls are in place and operating as designed. As part of our on-going risk assessment process, our risk management strategy and policies are reviewed and agreed by the Board each quarter. We operate a robust system of internal financial controls which is fully compliant with Charity Commission guidance and good practice.

UK General Data Protection Regulations

As part of its responsibilities, the Main Board continues to ensure that the charity complies with the UK General Data Protection Regulations and that the confidentiality, integrity and availability of all our data assets is maintained to a level which is consistent with the requirements of the UK General Data Protection Regulations.

Torbay Citizens Advice Bureaux

Trustees' Report

Future plans

The trustee board is convinced that the work that the charity does, and the services it provides, are crucial elements in ensuring that those most in need are supported in accessing their rights. Without the charity, many clients would have nowhere to go and no-one to help them with their problems.

Collaboration: We will continue to collaborate more widely with other local Citizens Advice offices in Devon through Citizens Advice Devon, and through our partnership with Citizens Advice Exeter and with other local advice agencies to benefit from contracting arrangements in the future and to provide a client focused service to the residents of Torbay.

Digital Services/Accessibility: We will promote our on-line and telephone helpline services as our preferred methods for first contact in order to maintain more intensive services for those clients in greatest need or with the most complex situations. We will continue to try to sustain an element of drop-in service.

The annual report was approved by the trustees of the charity on 28/8/2025 and signed on its behalf by:

.....
G Buck
Trustee



Torbay Citizens Advice Bureaux

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Torbay Citizens Advice Bureaux for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they 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 its 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 apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 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 charitable company will continue in business.

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

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

28/8/2025
Approved by the trustees of the charity on and signed on its behalf by:

.....
G Buck
Trustee

Torbay Citizens Advice Bureaux

Independent Examiner's Report to the trustees of Torbay Citizens Advice Bureaux ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2025.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

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

1. accounting records were not kept in respect of Torbay Citizens Advice Bureaux as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



.....
Dave Tucker ACA FCCA

Thompson Jenner LLP
Chartered Accountants
1 Colleton Crescent
Exeter
Devon
EX2 4DG

Date: 8/09/2025

Torbay Citizens Advice Bureaux

Statement of Financial Activities for the Year Ended 31 March 2025 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2025 £
Income and Endowments from:				
Donations and legacies	3	76,872	-	76,872
Charitable activities	4	-	152,058	152,058
Investment income	5	7,774	-	7,774
Total income		<u>84,646</u>	<u>152,058</u>	<u>236,704</u>
Expenditure on:				
Charitable activities	6	<u>(163,045)</u>	<u>(152,058)</u>	<u>(315,103)</u>
Total expenditure		<u>(163,045)</u>	<u>(152,058)</u>	<u>(315,103)</u>
Net expenditure		<u>(78,399)</u>	<u>-</u>	<u>(78,399)</u>
Net movement in funds		(78,399)	-	(78,399)
Reconciliation of funds				
Total funds brought forward		<u>388,735</u>	<u>-</u>	<u>388,735</u>
Total funds carried forward	18	<u><u>310,336</u></u>	<u><u>-</u></u>	<u><u>310,336</u></u>

During the year, the Charity utilised brought forward specific designated funds to cover budgeted expenditure incurred as part of the continued delivery of Charitable objectives.

Torbay Citizens Advice Bureaux

Statement of Financial Activities for the Year Ended 31 March 2024 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2024 £
Income and Endowments from:				
Donations and legacies	3	78,709	-	78,709
Charitable activities	4	-	205,662	205,662
Investment income	5	4,756	-	4,756
Total income		<u>83,465</u>	<u>205,662</u>	<u>289,127</u>
Expenditure on:				
Charitable activities	6	<u>(101,938)</u>	<u>(213,617)</u>	<u>(315,555)</u>
Total expenditure		<u>(101,938)</u>	<u>(213,617)</u>	<u>(315,555)</u>
Net expenditure		(18,473)	(7,955)	(26,428)
Transfers between funds		<u>(8,100)</u>	<u>8,100</u>	<u>-</u>
Net movement in funds		(26,573)	145	(26,428)
Reconciliation of funds				
Total funds brought forward		<u>415,308</u>	<u>(145)</u>	<u>415,163</u>
Total funds carried forward	18	<u>388,735</u>	<u>-</u>	<u>388,735</u>

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2024 is shown in note 18.

The notes on pages 18 to 31 form an integral part of these financial statements.

Torbay Citizens Advice Bureaux

(Registration number: 2785039)
Balance Sheet as at 31 March 2025

	Note	2025 £	2024 £
Current assets			
Debtors	13	6,800	10,114
Investments	14	89,752	88,583
Cash at bank and in hand	15	<u>302,925</u>	<u>386,064</u>
		399,477	484,761
Creditors: Amounts falling due within one year	16	<u>(89,141)</u>	<u>(96,026)</u>
Net assets		<u>310,336</u>	<u>388,735</u>
Funds of the charity:			
Unrestricted income funds			
Unrestricted funds		<u>310,336</u>	<u>388,735</u>
Total funds	18	<u>310,336</u>	<u>388,735</u>

For the financial year ending 31 March 2025 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The financial statements on pages 15 to 31 were approved by the trustees, and authorised for issue on and signed on their behalf by:

28/8/2025

.....
G Buck
Trustee

The notes on pages 18 to 31 form an integral part of these financial statements.

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2025

1 Charity status

The charity is limited by guarantee, incorporated in England & Wales, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office is:

29 Palace Avenue
Paignton
Devon
TQ3 3EQ

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

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

Statement of compliance

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Basis of preparation

Torbay Citizens Advice Bureaux meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Income and endowments

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2025

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its 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.

Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Governance costs

These include the cost attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustee's meetings and reimbursed expenses.

Government grants

Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

Taxation

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

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2025

Tangible fixed assets

Individual fixed assets costing £1,000 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

Asset class

Fixtures and fittings

Depreciation method and rate

15% reducing balance, 33.33% straight line

Current asset investments

Current asset investments are included at the lower of cost and net realisable value / market value.

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure

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

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2025

Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

3 Income from donations and legacies

	Unrestricted funds General £	Total 2025 £	Total 2024 £
Donations and legacies;			
Donations from individuals	484	484	481
Grants, including capital grants;			
Government grants	76,128	76,128	76,128
Grants from other charities	260	260	2,100
	<u>76,872</u>	<u>76,872</u>	<u>78,709</u>

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2025

4 Income from charitable activities

	Restricted funds £	Total 2025 £	Total 2024 £
Adult Social Care Precept	-	-	10,500
Citizens Advice COL Grant	-	-	15,000
EOP	-	-	3,500
Energy Advice Programme/EBDx	-	-	14,400
H&W Network Co-ordinator	-	-	4,769
Empower	-	-	1,715
HSF4	28,375	28,375	28,375
Lottery Awards for All Grant	9,918	9,918	9,684
Lottery COL Grant	-	-	52,646
Nationwide	30,000	30,000	-
Norman Family Trust	5,000	5,000	-
Seetec	10,809	10,809	-
Macmillan	45,006	45,006	43,185
The Gibbons Trust	1,500	1,500	-
Torbay Council - Housing Advocate	12,000	12,000	12,000
One Devon	-	-	2,800
YBS Project	9,450	9,450	7,088
	<u>152,058</u>	<u>152,058</u>	<u>205,662</u>

5 Investment income

	Unrestricted General £	Total 2025 £	Total 2024 £
Bank interest receivable	<u>7,774</u>	<u>7,774</u>	<u>4,756</u>

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2025

6 Expenditure on charitable activities by fund type

	Unrestricted Funds		Restricted Funds	Total 2025
	Designated	General		
	£	£	£	£
Charitable activities	1,118	134,305	148,455	283,878
Support costs	-	27,622	3,603	31,225
	<u>1,118</u>	<u>161,927</u>	<u>152,058</u>	<u>315,103</u>

	Unrestricted Funds		Restricted Funds	Total 2024
	Designated	General		
	£	£	£	£
Charitable activities	4,666	68,478	204,909	278,053
Support costs	-	28,794	8,708	37,502
	<u>4,666</u>	<u>97,272</u>	<u>213,617</u>	<u>315,555</u>

	Unrestricted funds		Restricted funds	Total 2025
	Designated	General		
	£	£	£	£
Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan	-	-	45,006	45,006
Core Service Fund	-	161,927	-	161,927
Designated Premises	1,118	-	-	1,118
HSF4	-	-	28,375	28,375
Lottery Awards for All Grant	-	-	9,918	9,918
Nationwide	-	-	30,000	30,000
Norman Family Trust	-	-	5,000	5,000
Seetec	-	-	10,809	10,809
The Gibbons Trust	-	-	1,500	1,500
Torbay Council - Housing Advocate	-	-	12,000	12,000
YBS Project	-	-	9,450	9,450
	<u>1,118</u>	<u>161,927</u>	<u>152,058</u>	<u>315,103</u>

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2025

	Unrestricted funds Designated £	General £	Restricted funds £	Total 2024 £
Adult Social Care Project	-	-	10,500	10,500
Citizens Advice COL Grant	-	-	15,000	15,000
Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan	-	-	43,185	43,185
Core Service Fund	-	97,272	-	97,272
Designated IT	806	-	-	806
Designated Premises	2,130	-	-	2,130
Designated Project Impact Fund	1,210	-	-	1,210
Designated Recovery fund	520	-	-	520
Empower	-	-	1,715	1,715
Energy Advice Programme	-	-	22,500	22,500
Energy Outreach Project	-	-	3,500	3,500
H & W Network Co-ordinator	-	-	4,624	4,624
HSF4	-	-	28,375	28,375
Lottery Awards for All Grant	-	-	9,684	9,684
Lottery Cost of Living Grant	-	-	52,646	52,646
One Devon	-	-	2,800	2,800
Torbay Council - Housing Advocate	-	-	12,000	12,000
YBS Project	-	-	7,088	7,088
	<u>4,666</u>	<u>97,272</u>	<u>213,617</u>	<u>315,555</u>

In addition to the expenditure analysed above, there are also governance costs of £3,738 (2024 - £2,880) which relate directly to charitable activities. See note 7 for further details.

7 Analysis of governance and support costs

Governance costs

	Unrestricted funds General £	Total 2025 £	Total 2024 £
Independent examiner fees			
Examination of the financial statements	3,738	3,738	2,880
	<u>3,738</u>	<u>3,738</u>	<u>2,880</u>

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2025

8 Net incoming/outgoing resources

Net outgoing resources for the year include:

	2025 £	2024 £
Loss on disposal of fixed assets held for the charity's own use	-	1,481

9 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

Two trustees were reimbursed a total of £nil (2024: £192) in relation to reclaimed travel and training expenses during the year.

No trustees have received any other benefits from the charity during the year.

10 Staff costs

The aggregate payroll costs were as follows:

	2025 £	2024 £
Staff costs during the year were:		
Wages and salaries	199,222	193,377
Social security costs	13,754	13,940
Pension costs	6,747	6,872
	<u>219,723</u>	<u>214,189</u>

The monthly average number of persons (including senior management / leadership team) employed by the charity during the year was as follows:

	2025 No	2024 No
Charitable activities	13	13

10 (2024 - 8) of the above employees participated in the Defined Contribution Pension Schemes.

No employee received emoluments of more than £60,000 during the year.

The total employee benefits of the key management personnel of the charity were £31,476 (2024 - £31,856).

11 Independent examiner's remuneration

	2025 £	2024 £
Examination of the financial statements	3,738	2,880

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2025

12 Taxation

The charity is a registered charity and is therefore exempt from taxation.

13 Debtors

	2025 £	2024 £
Trade debtors	6,031	8,144
Prepayments and accrued income	769	1,970
	<u>6,800</u>	<u>10,114</u>

14 Current asset investments

	2025 £	2024 £
Fixed term bonds	89,752	88,583

15 Cash and cash equivalents

	2025 £	2024 £
Cash on hand	60	84
Cash at bank	302,865	385,980
	<u>302,925</u>	<u>386,064</u>

16 Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	12,824	2,268
Other taxation and social security	3,138	3,112
Other creditors	15,680	14,288
Accruals	3,600	2,760
Deferred income	53,899	73,598
	<u>89,141</u>	<u>96,026</u>

	2025 £	2024 £
Deferred income at 1 April 2024	73,598	47,770
Resources deferred in the period	23,889	73,598
Amounts released from previous periods	(43,598)	(47,770)
Deferred income at year end	<u>53,889</u>	<u>73,598</u>

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2025

17 Pension and other schemes

Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £6,747 (2024 - £6,872).

18 Funds

	Balance at 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2025 £
Unrestricted funds					
<i>General</i>					
Unrestricted funds	311,144	84,646	(161,927)	(3,442)	230,421
<i>Designated</i>					
Premises Expenses	10,000	-	(1,118)	1,118	10,000
IT Systems fund	13,000	-	-	-	13,000
Sickness cover	8,450	-	-	130	8,580
Project Closure Impact Fund	2,049	-	-	-	2,049
Redundancy fund	44,092	-	-	2,194	46,286
	<u>77,591</u>	<u>-</u>	<u>(1,118)</u>	<u>3,442</u>	<u>79,915</u>
Total unrestricted funds	<u>388,735</u>	<u>84,646</u>	<u>(163,045)</u>	<u>-</u>	<u>310,336</u>
Restricted funds					
Macmillan	-	45,006	(45,006)	-	-
HSF4	-	28,375	(28,375)	-	-
Lottery Awards for All Grant	-	9,918	(9,918)	-	-
Nationwide	-	30,000	(30,000)	-	-
Norman Family Trust	-	5,000	(5,000)	-	-
Seetec	-	10,809	(10,809)	-	-
Torbay Council - Housing Advocate	-	12,000	(12,000)	-	-
The Gibbons Trust	-	1,500	(1,500)	-	-
YBS Project	-	9,450	(9,450)	-	-
	<u>-</u>	<u>152,058</u>	<u>(152,058)</u>	<u>-</u>	<u>-</u>
Total restricted funds	<u>-</u>	<u>152,058</u>	<u>(152,058)</u>	<u>-</u>	<u>-</u>
Total funds	<u>388,735</u>	<u>236,704</u>	<u>(315,103)</u>	<u>-</u>	<u>310,336</u>

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2025

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
Unrestricted funds					
<i>General</i>					
Unrestricted funds	186,417	83,465	(97,272)	138,534	311,144
<i>Designated</i>					
Premises Expenses	100,000	-	(2,130)	(87,870)	10,000
IT Systems fund	13,000	-	(806)	806	13,000
Core Service Fund	70,785	-	-	(70,785)	-
Sickness cover	8,450	-	-	-	8,450
Project Closure Impact Fund	3,259	-	(1,210)	-	2,049
Redundancy fund	33,397	-	(520)	11,215	44,092
	<u>228,891</u>	<u>-</u>	<u>(4,666)</u>	<u>(146,634)</u>	<u>77,591</u>
Total unrestricted funds	<u>415,308</u>	<u>83,465</u>	<u>(101,938)</u>	<u>(8,100)</u>	<u>388,735</u>
Restricted					
Adult Social Care Precept	-	10,500	(10,500)	-	-
Health and Wellbeing					
Network Co-ordinator	(145)	4,769	(4,624)	-	-
Lottery COL Grant	-	52,646	(52,646)	-	-
Energy Advice					
Programme/EBDx	-	14,400	(22,500)	8,100	-
Citizens Advice COL Grant	-	15,000	(15,000)	-	-
Empower	-	1,715	(1,715)	-	-
EOP	-	3,500	(3,500)	-	-
Macmillan	-	43,185	(43,185)	-	-
HSF4	-	28,375	(28,375)	-	-
Lottery Awards for All					
Grant	-	9,684	(9,684)	-	-
Torbay Council - Housing					
Advocate	-	12,000	(12,000)	-	-
One Devon	-	2,800	(2,800)	-	-
YBS Project	-	7,088	(7,088)	-	-
	<u>(145)</u>	<u>205,662</u>	<u>(213,617)</u>	<u>8,100</u>	<u>-</u>
Total restricted funds	<u>(145)</u>	<u>205,662</u>	<u>(213,617)</u>	<u>8,100</u>	<u>-</u>
Total funds	<u>415,163</u>	<u>289,127</u>	<u>(315,555)</u>	<u>-</u>	<u>388,735</u>

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2025

Designated Funds

Premises Expenses - The premises expenses fund has been set aside in order to fund the costs associated with the upkeep of the current premises.

IT System Fund - The IT system fund has been set aside to ensure that IT systems are maintained at a sufficient level to ensure the continued delivery of a quality advice service.

Core Service Fund - a fund to be used to offset the additional costs of delivering our core generalist service.

Project closure impact fund - Fund to mitigate the impact of project closure and contingency planning.

Redundancy Fund - for the purpose of transparency and good governance, the trustees have created a fund to cover potential liabilities of the charity as at 1 April 2025.

Sickness cover fund - a fund to cover the one-off costs of staff sickness cover.

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2025

Restricted Funds

Adult Social Care Precept - A Torbay Council grant to support a range of Community and Voluntary sector organisations to assist them in providing activities and services for local people to support their independence, provide advice and information and to deliver help with challenges related to loneliness and isolation. These grant payments are funded from the Council Tax precept to specifically support Adult Social Care in Torbay. This includes working with local community organisations to enhance supportive neighbourhood and encourage support and innovation.

Empower - A grant from Citizens Advice South Hams to support those in fuel poverty.

Energy Advice Programme - grant funding from Citizens Advice to provide advice services to clients at risk of fuel poverty.

Citizens Advice COL Grant - Funding for a Volunteer Co-ordinator role and to re-open the drop-in.

EOP - Funding to provide Energy Outreach sessions in the community to support people with making their energy costs more affordable.

Health & Wellbeing Co-Ordinator - Torbay Council ASC funding from the Adult Social Care (ASC) precept to employ a Voluntary Sector Health and Well-being Network Co-Ordinator.

Lottery COL Grant - Funding to provide housing advice and to re-open the drop-in.

Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan Cancer Support - Provision of a holistic welfare benefits, employment, housing, debt and general advice service for people affected by cancer.

National Lottery Awards for All - Funding for a Specialist Energy Adviser post.

Nationwide - Funding from the Nationwide Community Fund to support those at risk of homelessness by giving advice and information.

Norman Family Trust - Funding to enable two drop-ins per week and to support with training and supervision costs.

One Devon - NHS South West cost of living community fund grant.

Seetec - Funding for a generalist adviser to be based at Seetec Pluss providing face to face advice for those working with an employment coach.

The Gibbons Trust - Funding to provide debt advice.

Torbay Council HSF4 - Funding to provide energy and debt advice.

Torbay Council Housing Advocate - funding to assist in providing activities and services for local people to support their independence, provide advice and information and to deliver help with challenges related to housing quality, consumer rights and health.

YBS project - Funding through a national Citizens Advice project to provide face to face generalist advice in the branch to those approaching the Yorkshire Building Society.

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2025

19 Analysis of net assets between funds

	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2025 £
Current assets	345,578	53,899	399,477
Current liabilities	(35,242)	(53,899)	(89,141)
Total net assets	<u>310,336</u>	<u>-</u>	<u>310,336</u>
	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2024 £
Current assets	411,163	73,598	484,761
Current liabilities	(22,428)	(73,598)	(96,026)
Total net assets	<u>388,735</u>	<u>-</u>	<u>388,735</u>

20 Related party transactions

During the year the charity made the following related party transactions:

Exeter Citizens Advice Bureau

Key management services are provided by Exeter Citizens Advice Bureau.

The value of key management services provided during the year total £46,408 (2024: £42,884).

The value of other recharges incurred during the year total £2,426 (2024: £3,346).

At the balance sheet date the amount due to Exeter Citizens Advice Bureau was £12,041 (2024 - £336).

TORBAY CITIZENS ADVICE BUREAUX

England & Wales - Charity number 1017649

Accounts

Company registration number: 2785039

Charity registration number: 1017649

Torbay Citizens Advice Bureaux

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2024

Thompson Jenner LLP
1 Colleton Crescent
Exeter
Devon
EX2 4DG

Torbay Citizens Advice Bureaux

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Torbay Citizens Advice Bureaux

Reference and Administrative Details

Trustees	G Buck
	J Lowes
	E King
	J Kellet
Charity Registration Number	1017649
Company Registration Number	2785039
Registered Office	The charity is incorporated in England & Wales.
	29 Palace Avenue
	Paignton
	Devon
	TQ3 3EQ
Independent Examiner	Thompson Jenner LLP
	1 Colleton Crescent
	Exeter
	Devon EX2 4DG

Torbay Citizens Advice Bureaux

Chair's Report for the Year Ended 31 March 2024

The year 1 April 2023 to 31 March 2024 has generally been a year of progress and success. Our shared (with Citizens Advice Exeter) CEO, Sue Julyan, took up post on 17 April 2023 and took up the dual challenge of moving from the Education Sector to the Charity Sector and restoring our fortunes and reputation. Ably assisted by Assistant CEO, Lyndsay Jarman (based in Exeter) and our Advice Services Manager (based in our Paignton office), Jackie Ekers, and a strong advisor and administration team of paid staff and well-trained volunteers, we ended the year in a good position. (As this goes to press, June 2024, we have just had our governance validated by the National Citizens Advice organisation as all "green" in our Leadership Self Assessment.)

As reported last year, the Trustees decided to set a deficit budget for the year 23/24. The Trustees have retained the policy for the time being to endeavour to retain our highly trained and professional paid staff by funding salaries from reserves if necessary again in 24/25. We are immensely grateful for the continued significant funding from Torbay Council (and again for this year 24/25). In 23/24 we were successful in bidding for additional streams of funding which eventually reduced our final deficit from a predicted £90,941 to £26,428. Using a Treasury-approved model we generated £3.05 in savings to government and public services for every £1.00 invested.

On 1st April 2023 we had 22 volunteer staff (including 4 Trustees) and on 31st March 2024 we had 27 (including 4 Trustees). On date of writing this report (June 24) we now have 33 (including 3 Trustees and 7 trainees who started training at beginning of April 2024).

Our Area Services Manager correctly emphasises that our volunteers are our strength and every one of them has something to offer to the service. Due to the high demand for our service both face to face and by phone, and ensuring we are reaching out into our community, we will always need more volunteers. However, the fact that we are continuing to grow in number is a testament to their dedication and commitment, and to the support they receive from all the Team including the Training staff and supervisors. I have had the pleasure of sitting on a number of interview panels and seeing advisors in training and at work, and I can attest to the quality and motivation of the people we recruit and employ.

In 2023/24 we helped 2,506 people and dealt with 10,744 different issues 82% said their problem was solved following advice, 91% said we helped them find a way forward, and 92% said they would recommend the service. 17.6% were dealt with face-to-face, 53.7% by telephone, 11.4% by digital channels, and 17.3% by other means. 9 in 10 of our clients said their problem affected their lives, including causing anxiety and financial difficulty; 2 in 3 say they had difficulty knowing who to contact or how systems work before advice; and 4 in 5 experienced a shock or life event before their problem.

We do make a difference.

Geoff Buck

Chair

Torbay Citizens Advice Bureaux

Trustees' Report

Trustees and officers

The trustees and officers serving during the year and since the year end were as follows:

Trustees:	G R Buck	
	J R Lowes	
	E J King	
	J A Kellet	Appointed 27 June 2024
	R S Summers	Resigned 22 December 2023
	S J Morgan	Resigned 30 May 2024

The Trustees who are directors for company law purposes, present their annual report together with the unaudited annual accounts for the period ending 31 March 2024 which comply with current statutory requirements, the charity's governing documents and prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The charity was incorporated on 29 January 1993 and is a company limited by guarantee, having no share capital.

Objectives

The charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Torbay and surrounding areas.

Torbay Citizens Advice Bureaux

Trustees' Report

Purposes and aims

Vision Statement

- ✓ All members of the community can solve the problems they face and, as a result, live happier and more productive lives.

Mission Statement

- ✓ To provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities valuing diversity, promoting equality and challenging discrimination.

Strategic Outcomes

- A. Reduced social and financial deprivation
- B. Improved mental health and wellbeing for the community
- C. More equitable and cohesive society
- D. Stronger and more resilient communities

Strategic Aims

- A. Be accessible for anyone in the community regardless of any barrier
- B. Develop our knowledge and understanding of the complex needs of our clients
- C. Design our services so that they are more reflective of and relevant to the communities we serve
- D. Campaign for change at a local and national level

We have referred to the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

Torbay Citizens Advice Bureaux

Trustees' Report

How our activities deliver public benefit

The trustee board is convinced that the work that the charity does, and the services it provides, are crucial elements in ensuring that those most in need are supported in accessing their rights. Without the charity, many clients would have nowhere to go and no-one to help them with their problems. In line with other resort economies, Torbay has suffered more than many areas of the country, being the 48th most deprived local authority in England.

All our charitable activities focus on the provision of free advice to the general public on a range of issues; including welfare benefits and tax credits, debt and money, housing and employment, family issues and consumer advice. Our activities are undertaken to further our charitable purposes for the public benefit. Largely, those benefiting from our services are those most in need, particularly those in financial hardship.

For every £1 invested in our service in 2023/24, we generated:



It's impossible to put a financial value on everything we do – but where we can, we have. We've used a Treasury-approved model to do this.

From our robust management information, we've also separately considered the financial benefits to the people we help.

Client satisfaction

We carefully monitor our clients' satisfaction with our service; the feedback we receive is vital to our planning process.

- Citizens Advice Torbay is a client-focused organisation
- A client will be given as much time as he or she needs, but it is recognised that this may not be as much time as he or she wants
- Services will be targeted towards those who are most in need
- The quality of services offered to clients must remain demonstrably high
- The financial and structural viability of the organisation shall be considered when introducing any new services
- It is recognised that new services and initiatives should be directed primarily at strengthening the core of the service, either structurally or financially

Torbay Citizens Advice Bureaux

Trustees' Report

Overall we helped **2,506** people and dealt with **10,744** different issues.



82%

said their problem was solved following advice



91%

said we helped them find a way forward



92%

would recommend the service

Life is complicated. Sometimes people encounter challenges and problems that they don't know how to deal with, and they need help to overcome.



9 in 10 of our clients said their problem affected their lives, including causing anxiety and financial difficulty



2 in 3

say they had difficulty knowing who to contact or how systems work before advice



4 in 5

experienced a shock or life event before their problem

Torbay Citizens Advice Bureaux

Trustees' Report

Governance

The charity is managed by its Trustee Board. The members are charity trustees who have a legal responsibility for the general control and management of the charity, including financial management and control. All trustees give their time voluntarily and receive no benefits from the charity.

The Trustee Board is responsible for ensuring that the charity complies with the Citizens Advice Membership Scheme, charity legislation, and relevant company law.

New trustees are assigned a mentor, and are provided with an induction pack, an initial induction programme, and on-going training and support as required. This includes the opportunity to observe the work of the charity and briefings at Board meetings on areas of the charity's work. Furthermore, Citizens Advice provides a programme of trustee training for new and existing trustees.

Management

Under a partnership with Citizens Advice Exeter we share a leadership team. Therefore, the day to day running of the charity during the year was delegated to the leadership team, consisting:

Suzanne Julyan - Chief Executive

Lyndsay Jarman - Assistant Chief Executive (shared with Exeter)

Jackie Ekers - Advice Services Manager

Administration

Administration within the charity is supported by a dedicated team of administrative volunteers who undertake tasks such as opening post, filing, data input and photocopying. We pay tribute to our administrative volunteers for their continued support and dedication to our work during these challenging times.

Who used and benefited from our services?

The charity continues to offer telephone and digital advice and information services. Some clients are seen on a face to face basis by appointment. During the last year, we continued to work with national Citizens Advice to deliver the freephone Adviceline service.

Without the contribution of volunteers, our generalist advice and information service would not run. During the year, they have given in the region of 8671 hours of time through regular volunteering, or equivalent to 4.6 full-time equivalent staff members, or some £280,731 in value. The Board wish to thank the many volunteers who ensured the continued operation of the charity by donating their time and experience during these challenging times.

We lost a number of volunteers during the pandemic, but some of them are expressing an interest in returning. This demonstrates that people benefit from volunteering for Citizens Advice including our excellent in-house training support offered to our volunteers. The new skills and experience gained whilst volunteering is valued by future employers.

Client Profile

Of the clients who used the services of the charity during the year, 72% were under 65 years of age, 58% were female, 76% were white British, and 70% were disabled or living with a long-term health condition.

Advice Needs

During the year, the charity assisted 2,506 clients directly with their advice needs, involving 10,744 individual issues.

Torbay Citizens Advice Bureaux

Trustees' Report

The demand on our advice services, by issue, was as follows:

Client Issues	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	Grand Total
Benefits & tax credits	2871	2713	1892	2068	2355	3915	15814
Benefits							
Universal Credit	588	2737	1991	1431	575	772	8094
Charitable Support & Food Banks					180	244	424
Consumer goods & services	332	383	383	346	390	562	2396
Debt	2326	1720	1720	1079	1175	1260	9280
Education	32	13	19	19	14	23	120
Employment	719	772	732	370	245	381	3219
Financial services & capability	186	190	179	384	120	198	1257
GVA & Hate Crime	47	64	42	16	23	26	218
Health & community care	141	128	160	118	102	146	795
Housing	936	1073	816	1005	932	1125	5887
Immigration & asylum	113	122	69	83	72	108	567
Legal	372	374	281	163	197	306	1693
Other	135	162	145	457	59	52	1010
Relationships & family	598	645	409	300	279	465	2696
Tax	90	103	70	32	65	99	459
Travel & transport	96	111	72	66	56	147	548
Utilities & communications	507	605	950	1870	2029	1849	7810
Grand Total	10089	11915	9930	9807	8868	11678	62287

As can be seen from the figures above, the charity continues to put the majority of its resources towards welfare benefits and debt issues, with these catering for more than half of our current client issues. Given the uncertain economic climate for many of our clients as we navigate the cost-of-living crisis, we expect to see continuing high levels of money and debt enquiries as household finances remain challenging for our clients, including those who now have a negative budget.

We already identify clients who can use other national free debt providers as the volume of enquiries is not manageable within our resources. However, that does mean that the charity tends to retain the most vulnerable clients or those with high support needs. Last year, we identified additional income gains for our clients exceeding £1.8m. We were successful in writing off £76,837 worth of debt for our clients. For clients from Torbay who were referred to other Citizens advice services the income gains were an additional £857,956 and £112,611 debts written off.

Torbay Citizens Advice Bureaux

Trustees' Report

We pay tribute to our volunteers for their continued support and expertise during the current cost of living crisis.

Research and Campaigns

Our work is not just about advice and information services. We work hard to campaign for changes in policies and practices that affect large sections of the population, based on the experiences of our clients.

We also deliver preventative measures, including Gambling Harm and Scams Awareness, to ensure that people have skills and confidence. We offer friendly and informal sessions designed to help everyone, no matter what their level of money knowledge or capability. Our trained staff and volunteers are able to cut through the jargon and pass on valuable tips which can really make a difference to people's lives.

We pay tribute to our research and campaigns, and training volunteers for their continued support and expertise during the challenges of the last year.

Strategy

Cost of Living Crisis

We will work with our clients, local partners and national Citizens Advice to ensure that our services meet the challenges and uncertainties and that our evidence is used to develop Government policy to support those affected by the cost of living.

We will work with local partners to support with the predicted increase in the demand for our services and the increased complexity of the issues that clients present. Although the health emergency of Covid has diminished, the financial and employment related issues will last for many months afterwards. This cross-cutting theme is embedded across the following strategic objectives:

Strategic Priorities 2024-25

Advice <i>Improving the experience people have when they come to us so that everyone leaves with the knowledge and confidence they need to find a way forward</i> We will: achieve at least an 80% client experience satisfaction score from those completing our client survey	Refine our vision for our Advice service, alongside the Torbay Community Helpline by conducting an evidence-based strategic review. Seek to establish new referral routes so that clients have access to advice at an early stage. Ensure we maintain enough resource to support our most vulnerable clients who are likely to need a 1-2-1 service.
Health and Wellbeing <i>Supporting the health and well-being of those in financial hardship and those at risk of homelessness</i> We will: achieve income gains for our 'core' clients totalling a minimum of £500,000 per annum	Work with the Health and Wellbeing and Advice and Information Networks to meet the needs of the Torbay community by exploiting partnership working opportunities. Expand our outreach offer in the community to ensure that the most vulnerable can access the service. Build a new team with a focus on helping those 'heading for homelessness' to give holistic support to keep them in their home.
Advocacy <i>Being a stronger voice on the issues that matter most to the people who come to us for advice</i> We will: have produced 100 evidence forms highlighting failings in local or national policy or practice, leading to one local and one wider than local campaign	Work jointly (with DRAC/Coastal Communities) to highlight research and campaigning issues and run shared campaigns to raise awareness and inform policy development. Complete an annual assessment of research and campaigns activity as part of the Citizens Advice Leadership Self-Assessment. Link our publicity and social media posts to key research and campaign issues.
Collaboration <i>Playing a leading role to ensure that there is sufficient capacity within the advice and information sector, including the use of technology</i> We will: -have implemented a new partnership model funded by National Lottery Reaching Communities grant. -be delivering workshops in the community working with our Local Motion partners to support Torbay residents with their financial wellbeing.	Conduct a review of service, locations and any unmet need. Continue to co-ordinate quarterly meetings of the advice and information partnership. Work with Local Motion to improve financial wellbeing in Torbay by delivering workshops in the community.
Sustainability <i>Secure our future as a service through a more collaborative and proactive approach to service delivery with focus on 3 key areas: Finance, expanding the trustee board and working in partnership</i> We will: -have an agreed contract with the LA to deliver an advice and information service for a sustained period. -recruit 8 volunteers and 3 trustees through different channels and places in line with our EDI strategy. -have a service that meets rising demand.	Work with the LA as part of the tendering process. Ensure that our volunteer base, including trustees, is diverse and representative of the local community. Develop a more enhanced offer by using reserves to demonstrate impact, including by having staff trained and ready to step into projects when needed. Use increased evidence of impact to secure more funding through bid applications.

This strategy and the supporting business development plan will be used along with a strategy day in spring 2024 to guide the charity's development over the coming years.

Torbay Citizens Advice Bureaux

Trustees' Report

Financial review

The Charity has been able to operate within its planned budgets. However, the future financial climate will mean that the Charity will face a more difficult and challenging operating environment going forward. During 2023/24 the Charity has designated some £70,785 of reserves to support additional staffing as part of our Coronavirus recovery planning.

The charity has benefited from grants and funding from Torbay Council, and others, which has enabled the continuation of generalist advice and information services by volunteers, managed and supported by paid staff.

In addition, the charity has again successfully delivered the following projects and services in addition to the generalist advice and information service:

Torbay Council Adult Social Care Precept: Funding to provide energy and debt advice

Citizens Advice Cost of Living: Funding for a Volunteer Co-ordinator role and to re-open the drop-in

Energy Advice Programme/Carbon Monoxide Programme: Funding to give specialist Energy and Carbon Monoxide advice and to provide clients with carbon monoxide meters

Energy Outreach Programme: Funding to provide Energy Outreach sessions in the community to support people with making their energy costs more affordable

Torbay Council Household Support Fund 4: Funding to provide energy and debt advice

National Lottery Awards for All: Funding for a Specialist Energy Adviser post

One Devon Cost of Living Fund: Funding for Supervisor hours for volunteer recruitment, training and client drop-in

Yorkshire Building Society: Funding through a national Citizens Advice project to provide face to face generalist advice in the branch to those approaching the Yorkshire Building Society

Reserves policy

The charity is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The charity maintains a projection of income for at least three years ahead and aims to ensure that this continues to be derived from as wide a variety of sources as possible. The Trustees will take all necessary steps and use their best endeavours to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise, should a significant reduction in income be incurred and given the prevailing economic climate within Torbay, the Trustees have determined that "free" reserves should be maintained equal to at least six months normal operating expenditure. In addition, as part of an agreed development plan, the charity had recognised the need to move to new, fully accessible premises. Although the Trustee Board has lowered the priority of this objective, It is recognised that in future some reserves may need to be allocated for this purpose.

In addition, the charity will continue to designate funds to ensure that our IT systems are maintained at a sufficient level to ensure the continued delivery of a quality advice service.

Trustees will consider the designation of further reserves where these support the long-term strategy of the charity, including use for fundraising activities or volunteer recruitment and training.

Torbay Citizens Advice Bureaux

Trustees' Report

Risk management

Our Risk Group was responsible for advising the trustee board on the effective management of risk and for making sure that internal controls are in place and operating as designed. The Main Trustee Board now acts as the Risk Group with one Trustee acting as Lead Trustee for Risk. As part of our on-going risk assessment process, our risk management strategy and policies are reviewed and agreed by the Main Board each quarter. We operate a robust system of internal financial controls which is fully compliant with Charity Commission guidance and good practice.

UK General Data Protection Regulations

As part of its responsibilities, the Main Board continues to ensure that the charity complies with the UK General Data Protection Regulations and that the confidentiality, integrity and availability of all our data assets is maintained to a level which is consistent with the requirements of the UK General Data Protection Regulations.

Future plans

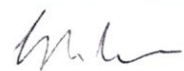
The trustee board is convinced that the work that the charity does, and the services it provides, are crucial elements in ensuring that those most in need are supported in accessing their rights. Without the charity, many clients would have nowhere to go and no-one to help them with their problems.

Collaboration: We will continue to collaborate more widely with other local Citizens Advice offices in Devon through Citizens Advice Devon, and through our partnership with Citizens Advice Exeter and with other local advice agencies to benefit from contracting arrangements in the future and to provide a client focused service to the residents of Torbay.

Digital Services/Accessibility: We will promote our on-line and telephone helpline services as our preferred methods for first contact in order to maintain more intensive services for those clients in greatest need or with the most complex situations. We will continue to try to sustain **an element of drop-in service**.

29/8/24

The annual report was approved by the trustees of the charity on and signed on its behalf by:



.....
G Buck
Trustee

Torbay Citizens Advice Bureaux

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Torbay Citizens Advice Bureaux for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they 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 its income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

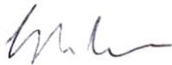
- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 have been followed, subject to any material 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 charitable company will continue in business.

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

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

29/8/24

Approved by the trustees of the charity on and signed on its behalf by:



.....
G Buck
Trustee

Torbay Citizens Advice Bureaux

Independent Examiner's Report to the trustees of Torbay Citizens Advice Bureaux ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

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

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

1. accounting records were not kept in respect of Torbay Citizens Advice Bureaux as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



.....
Dave Tucker FCCA
The Association of Chartered Certified Accountants

Thompson Jenner LLP
1 Colleton Crescent
Exeter
Devon
EX2 4DG

Date: 13 SEPTEMBER 2024

Torbay Citizens Advice Bureaux

Statement of Financial Activities for the Year Ended 31 March 2024 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2024 £
Income and Endowments from:				
Donations and legacies	3	78,709	-	78,709
Charitable activities	4	-	205,662	205,662
Investment income	5	4,756	-	4,756
Total income		<u>83,465</u>	<u>205,662</u>	<u>289,127</u>
Expenditure on:				
Charitable activities	6	<u>(101,938)</u>	<u>(213,617)</u>	<u>(315,555)</u>
Total expenditure		<u>(101,938)</u>	<u>(213,617)</u>	<u>(315,555)</u>
Net expenditure		(18,473)	(7,955)	(26,428)
Transfers between funds		<u>(8,100)</u>	<u>8,100</u>	<u>-</u>
Net movement in funds		(26,573)	145	(26,428)
Reconciliation of funds				
Total funds brought forward		<u>415,308</u>	<u>(145)</u>	<u>415,163</u>
Total funds carried forward	19	<u><u>388,735</u></u>	<u><u>-</u></u>	<u><u>388,735</u></u>

During the year, the Charity utilised brought forward specific designated funds to cover budgeted expenditure incurred as part of the continued delivery of Charitable objectives.

The notes on pages 17 to 31 form an integral part of these financial statements.

Torbay Citizens Advice Bureaux

Statement of Financial Activities for the Year Ended 31 March 2023 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2023 £
Income and Endowments from:				
Donations and legacies	3	78,405	-	78,405
Charitable activities	4	-	124,744	124,744
Investment income	5	1,645	-	1,645
Total income		<u>80,050</u>	<u>124,744</u>	<u>204,794</u>
Expenditure on:				
Charitable activities	6	<u>(164,823)</u>	<u>(138,691)</u>	<u>(303,514)</u>
Total expenditure		<u>(164,823)</u>	<u>(138,691)</u>	<u>(303,514)</u>
Net expenditure		<u>(84,773)</u>	<u>(13,947)</u>	<u>(98,720)</u>
Net movement in funds		(84,773)	(13,947)	(98,720)
Reconciliation of funds				
Total funds brought forward		<u>500,081</u>	<u>13,802</u>	<u>513,883</u>
Total funds carried forward	19	<u><u>415,308</u></u>	<u><u>(145)</u></u>	<u><u>415,163</u></u>

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2023 is shown in note 19.

Torbay Citizens Advice Bureaux
(Registration number: 2785039)
Balance Sheet as at 31 March 2024

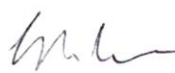
	Note	2024 £	2023 £
Fixed assets			
Tangible assets	13	-	1,481
Current assets			
Debtors	14	10,114	22,272
Investments	15	88,583	86,007
Cash at bank and in hand	16	386,064	374,814
		<u>484,761</u>	<u>483,093</u>
Creditors: Amounts falling due within one year	17	<u>(96,026)</u>	<u>(69,411)</u>
Net current assets		<u>388,735</u>	<u>413,682</u>
Net assets		<u>388,735</u>	<u>415,163</u>
Funds of the charity:			
Restricted income funds			
Restricted funds	19	-	(145)
Unrestricted income funds			
Unrestricted funds		<u>388,735</u>	<u>415,308</u>
Total funds	19	<u>388,735</u>	<u>415,163</u>

For the financial year ending 31 March 2024 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The financial statements on pages 14 to 31 were approved by the trustees, and authorised for issue on 29/8/24 and signed on their behalf by:



.....
G Buck
Trustee

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2024

1 Charity status

The charity is limited by guarantee, incorporated in England & Wales, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office is:

29 Palace Avenue

Paignton

Devon

TQ3 3EQ

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

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

Statement of compliance

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Basis of preparation

Torbay Citizens Advice Bureaux meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Income and endowments

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2024

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its 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.

Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Governance costs

These include the cost attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustee's meetings and reimbursed expenses.

Government grants

Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

Taxation

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

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2024

Tangible fixed assets

Individual fixed assets costing £1000.00 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Fixtures and fittings	15% reducing balance, 33.33% straight line

Current asset investments

Current asset investments are included at the lower of cost and net realisable value / market value.

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure

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

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2024

Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

3 Income from donations and legacies

	Unrestricted funds General £	Total 2024 £	Total 2023 £
Donations and legacies;			
Donations from individuals	481	481	383
Grants, including capital grants;			
Government grants	76,128	76,128	73,200
Grants from other charities	2,100	2,100	4,822
	<u>78,709</u>	<u>78,709</u>	<u>78,405</u>

Of the total income from donations and legacies in the prior year, the entire amount was unrestricted.

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2024

4 Income from charitable activities

	Restricted funds £	Total 2024 £	Total 2023 £
Adult Social Care Precept	10,500	10,500	-
Big Energy Saving Network	-	-	438
Citizens Advice COL Grant	15,000	15,000	-
Citizens Advice Torridge, North, Mid and West			
Devon in partnership with Macmillan	-	-	18,902
Devon Communities Foundation	-	-	2,000
Empower	1,715	1,715	16,463
Energy Advice Programme/EBDx	14,400	14,400	8,800
EOP	3,500	3,500	-
H&W Network Co-ordinator	4,769	4,769	-
HSF4	28,375	28,375	-
Lottery Awards for All Grant	9,684	9,684	-
Lottery COL Grant	52,646	52,646	-
Macmillan	43,185	43,185	7,046
One Devon	2,800	2,800	428
Torbay Council - ASC	-	-	13,477
Torbay Council - Debt management	-	-	37,898
Torbay Council - Housing Advocate	12,000	12,000	12,000
YBS Project	7,088	7,088	-
YES Brixham	-	-	7,292
	<u>205,662</u>	<u>205,662</u>	<u>124,744</u>

Of the total income from charitable activities in the prior year, the entire amount was restricted.

5 Investment income

	Unrestricted General £	Total 2024 £	Total 2023 £
Bank interest receivable	<u>4,756</u>	<u>4,756</u>	<u>1,645</u>

Of the investment income in the prior year, the entire amount was unrestricted.

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2024

6 Expenditure on charitable activities by fund type

	Unrestricted Funds		Restricted Funds	Total 2024
	Designated £	General £	£	£
Charitable activities	4,666	68,478	204,909	278,053
Support costs	-	28,794	8,708	37,502
	<u>4,666</u>	<u>97,272</u>	<u>213,617</u>	<u>315,555</u>

	Unrestricted Funds		Restricted Funds	Total 2023
	Designated £	General £	£	£
Charitable activities	84,773	62,133	101,410	248,316
Support costs	-	17,917	37,281	55,198
	<u>84,773</u>	<u>80,050</u>	<u>138,691</u>	<u>303,514</u>

	Unrestricted funds		Restricted funds	Total 2024
	Designated £	General £	£	£
Adult Social Care Project	-	-	10,500	10,500
Citizens Advice COL Grant	-	-	15,000	15,000
Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan	-	-	43,185	43,185
Core Service Fund	-	97,272	-	97,272
Designated IT	806	-	-	806
Designated Premises	2,130	-	-	2,130
Designated Project Impact Fund	1,210	-	-	1,210
Designated Recovery fund	520	-	-	520
Empower	-	-	1,715	1,715
Energy Advice Programme	-	-	22,500	22,500
Energy Outreach Project	-	-	3,500	3,500
H & W Network Co-ordinator	-	-	4,624	4,624
HSF4	-	-	28,375	28,375
Lottery Awards for All Grant	-	-	9,684	9,684
Lottery Cost of Living Grant	-	-	52,646	52,646
One Devon	-	-	2,800	2,800
Torbay Council - Housing Advocate	-	-	12,000	12,000
YBS Project	-	-	7,088	7,088
	<u>4,666</u>	<u>97,272</u>	<u>213,617</u>	<u>315,555</u>

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2024

	Unrestricted funds Designated £	General £	Restricted funds £	Total 2023 £
Big Energy Saving Network	-	-	438	438
Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan	-	-	18,902	18,902
Core Service Fund	-	80,050	-	80,050
Designated IT	439	-	-	439
Designated Premises	1,337	-	-	1,337
Designated Project Impact Fund	9,241	-	-	9,241
Designated Recovery fund	73,756	-	-	73,756
Devon Communities Foundation	-	-	2,000	2,000
Empower	-	-	16,463	16,463
Energy Advice Programme	-	-	8,800	8,800
Help to Claim service	-	-	13,302	13,302
Macmillan	-	-	7,046	7,046
One Devon	-	-	428	428
Torbay Council - ASC	-	-	13,622	13,622
Torbay Council - Debt management	-	-	37,898	37,898
Torbay Council - Housing Advocate	-	-	12,000	12,000
YES Brixham	-	-	7,792	7,792
	84,773	80,050	138,691	303,514

In addition to the expenditure analysed above, there are also governance costs of £2,880 (2023 - £2,880) which relate directly to charitable activities. See note 7 for further details.

7 Analysis of governance and support costs

Governance costs

	Unrestricted funds General £	Total funds £
Independent examiner fees		
Examination of the financial statements	2,880	2,880
Total for 2024	2,880	2,880

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2024

8 Net incoming/outgoing resources

Net outgoing resources for the year include:

	2024 £	2023 £
Loss on disposal of fixed assets held for the charity's own use	1,481	-
Depreciation of fixed assets	-	261
	<u> </u>	<u> </u>

9 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

Two trustees were reimbursed a total of £191.70 (2023: £114.70) in relation to reclaimed travel and training expenses during the year.

No trustees have received any other benefits from the charity during the year.

10 Staff costs

The aggregate payroll costs were as follows:

	2024 £	2023 £
Staff costs during the year were:		
Wages and salaries	193,377	198,402
Social security costs	13,940	13,518
Pension costs	6,872	6,238
	<u>214,189</u>	<u>218,158</u>

The monthly average number of persons (including senior management / leadership team) employed by the charity during the year was as follows:

	2024 No	2023 No
Charitable activities	<u>13</u>	<u>15</u>

8 (2023 - 7) of the above employees participated in the Defined Contribution Pension Schemes.

No employee received emoluments of more than £60,000 during the year.

The total employee benefits of the key management personnel of the charity were £31,856 (2023 - £Nil).

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2024

11 Independent examiner's remuneration

	2024 £	2023 £
Examination of the financial statements	<u>2,880</u>	<u>2,880</u>

12 Taxation

The charity is a registered charity and is therefore exempt from taxation.

13 Tangible fixed assets

	Furniture and equipment £	Total £
Cost		
At 1 April 2023	113,074	113,074
Disposals	<u>(113,074)</u>	<u>(113,074)</u>
At 31 March 2024	<u>-</u>	<u>-</u>
Depreciation		
At 1 April 2023	111,593	111,593
Eliminated on disposals	<u>(111,593)</u>	<u>(111,593)</u>
At 31 March 2024	<u>-</u>	<u>-</u>
Net book value		
At 31 March 2024	<u>-</u>	<u>-</u>
At 31 March 2023	<u>1,481</u>	<u>1,481</u>

14 Debtors

	2024 £	2023 £
Trade debtors	8,144	20,829
Prepayments and accrued income	<u>1,970</u>	<u>1,443</u>
	<u>10,114</u>	<u>22,272</u>

15 Current asset investments

	2024 £	2023 £
Fixed term bonds	<u>88,583</u>	<u>86,007</u>

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2024

16 Cash and cash equivalents

	2024 £	2023 £
Cash on hand	84	78
Cash at bank	385,980	374,736
	<u>386,064</u>	<u>374,814</u>

17 Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	2,268	111
Other taxation and social security	3,112	3,360
Other creditors	14,288	15,280
Accruals	2,760	2,890
Deferred income	73,598	47,770
	<u>96,026</u>	<u>69,411</u>

	2024 £	2023 £
Deferred income at 1 April 2023	47,770	28,145
Resources deferred in the period	73,598	47,770
Amounts released from previous periods	<u>(47,770)</u>	<u>(28,145)</u>
Deferred income at year end	<u>73,598</u>	<u>47,770</u>

18 Pension and other schemes

Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £6,872 (2023 - £6,238).

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2024

19 Funds

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
Unrestricted funds					
<i>General</i>					
Unrestricted funds	186,417	83,465	(97,272)	138,534	311,144
<i>Designated</i>					
Premises Expenses	100,000	-	(2,130)	(87,870)	10,000
IT Systems fund	13,000	-	(806)	806	13,000
Core Service Fund	70,785	-	-	(70,785)	-
Project Closure Impact Fund	3,259	-	(1,210)	-	2,049
Redundancy fund	33,397	-	(520)	11,215	44,092
Sickness cover	8,450	-	-	-	8,450
	<u>228,891</u>	<u>-</u>	<u>(4,666)</u>	<u>(146,634)</u>	<u>77,591</u>
Total unrestricted funds	<u>415,308</u>	<u>83,465</u>	<u>(101,938)</u>	<u>(8,100)</u>	<u>388,735</u>
Restricted funds					
Adult Social Care Precept	-	10,500	(10,500)	-	-
Citizens Advice COL Grant	-	15,000	(15,000)	-	-
Empower	-	1,715	(1,715)	-	-
Energy Advice Programme/EBDx	-	14,400	(22,500)	8,100	-
EOP	-	3,500	(3,500)	-	-
H & W Network Co-ordinator	(145)	4,769	(4,624)	-	-
HSF4	-	28,375	(28,375)	-	-
Lottery Awards for All Grant	-	9,684	(9,684)	-	-
Lottery COL Grant	-	52,646	(52,646)	-	-
Macmillan	-	43,185	(43,185)	-	-
One Devon	-	2,800	(2,800)	-	-
Torbay Council - Housing Advocate	-	12,000	(12,000)	-	-
YBS Project	-	7,088	(7,088)	-	-
	<u>(145)</u>	<u>205,662</u>	<u>(213,617)</u>	<u>8,100</u>	<u>-</u>
Total restricted funds	<u>(145)</u>	<u>205,662</u>	<u>(213,617)</u>	<u>8,100</u>	<u>-</u>
Total funds	<u>415,163</u>	<u>289,127</u>	<u>(315,555)</u>	<u>-</u>	<u>388,735</u>

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2024

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
Unrestricted funds					
<i>General</i>					
Unrestricted funds	100,734	80,050	(76,050)	81,683	186,417
<i>Designated</i>					
Premises Expenses	250,000	-	(1,337)	(148,663)	100,000
IT Systems fund	13,000	-	(439)	439	13,000
Core Service Fund	-	-	-	70,785	70,785
Covid Recovery	78,000	-	(73,756)	(4,244)	-
Fuel Voucher Admin	4,000	-	(4,000)	-	-
Project Closure Impact Fund	12,500	-	(9,241)	-	3,259
Redundancy fund	33,397	-	-	-	33,397
Sickness cover	8,450	-	-	-	8,450
	<u>399,347</u>	<u>-</u>	<u>(88,773)</u>	<u>(81,683)</u>	<u>228,891</u>
Total unrestricted funds	<u>500,081</u>	<u>80,050</u>	<u>(164,823)</u>	<u>-</u>	<u>415,308</u>
Restricted					
Big Energy Saving Network Fund	-	438	(438)	-	-
Devon Communities Foundation	-	2,000	(2,000)	-	-
Empower	-	16,463	(16,463)	-	-
Energy Advice Programme/EBDx	-	8,800	(8,800)	-	-
H & W Network Co-ordinator	-	13,477	(13,622)	-	(145)
Help to Claim service	13,302	-	(13,302)	-	-
Macmillan	-	18,902	(18,902)	-	-
Macmillan	-	7,046	(7,046)	-	-
One Devon	-	428	(428)	-	-
Torbay Council - Debt management	-	37,898	(37,898)	-	-
Torbay Council - Housing Advocate	-	12,000	(12,000)	-	-
YES Brixham	500	7,292	(7,792)	-	-
	<u>13,802</u>	<u>124,744</u>	<u>(138,691)</u>	<u>-</u>	<u>(145)</u>
Total restricted funds	<u>13,802</u>	<u>124,744</u>	<u>(138,691)</u>	<u>-</u>	<u>(145)</u>
Total funds	<u>513,883</u>	<u>204,794</u>	<u>(303,514)</u>	<u>-</u>	<u>415,163</u>

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2024

Designated Funds

Premises Expenses - The premises expenses fund has been set aside in order to fund the costs associated with the upkeep of the current premises.

Core Service Fund - a fund to be used to offset the additional costs of delivering our core generalist service.

Covid Recovery - a fund to be used for additional advice capacity and staffing as we move into the recovery phase of our pandemic response.

Fuel Voucher Admin - To cover the administration costs of issuing fuel vouchers under the Household Support Fund.

IT System Fund - The IT system fund has been set aside to ensure that IT systems are maintained at a sufficient level to ensure the continued delivery of a quality advice service.

Project closure impact fund - Fund to mitigate the impact of project closure and contingency planning.

Redundancy Fund - for the purpose of transparency and good governance, the trustees have created a fund to cover potential liabilities of the charity as at 1 April 2023.

Sickness cover fund - a fund to cover the one-off costs of staff sickness cover.

Restricted Funds

Adult Social Care Precept - A Torbay Council grant to support a range of Community and Voluntary sector organisations to assist them in providing activities and services for local people to support their independence, provide advice and information and to deliver help with challenges related to loneliness and isolation. These grant payments are funded from the Council Tax precept to specifically support Adult Social Care in Torbay. This includes working with local community organisations to enhance supportive neighbourhood and encourage support and innovation.

Big Energy Saving Network Fund - grant funding from Citizens Advice to provide frontline worker training to people identified as fuel poor or at risk of becoming fuel poor.

Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan Cancer Support - Provision of a holistic welfare benefits, employment, housing, debt and general advice service for people affected by cancer.

Devon Communities Foundation - Grant approved by Devon Community Foundation for the Communities in Crisis Appeal - DCMS.

Empower - A grant from Citizens Advice South Hams to support those in fuel poverty.

Energy Advice Programme - grant funding from Citizens Advice to provide advice services to clients at risk of fuel poverty.

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2024

Restricted Funds (continued)

Citizens Advice COL Grant - Funding for a Volunteer Co-ordinator role and to re-open the drop-in.

EOP - Funding to provide Energy Outreach sessions in the community to support people with making their energy costs more affordable.

Health & Wellbeing Co-Ordinator - Torbay Council ASC funding from the Adult Social Care (ASC) precept to employ a Voluntary Sector Health and Well-being Network Co-Ordinator.

Help-to-Claim service - grant funding from Citizens Advice to cover the set up costs of a new service to support Universal Credit claimants.

Lottery COL Grant - Funding to provide housing advice and to re-open the drop-in.

National Lottery Awards for All - Funding for a Specialist Energy Adviser post.

One Devon - NHS South West cost of living community fund grant.

Torbay Council HSF4 - Funding to provide energy and debt advice.

Torbay Council Debt Management - funding from DWP and Torbay Council Debt Management Scheme to assist with the Debt Advice Service.

Torbay Council Housing Advocate - funding to assist in providing activities and services for local people to support their independence, provide advice and information and to deliver help with challenges related to housing quality, consumer rights and health.

YBS project - Funding through a national Citizens Advice project to provide face to face generalist advice in the branch to those approaching the Yorkshire Building Society.

YES Brixham - Grant funding from YES Brixham for the delivery of outreach advice sessions.

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2024

20 Analysis of net assets between funds

	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2024 £
Current assets	411,163	73,598	484,761
Current liabilities	(22,428)	(73,598)	(96,026)
Total net assets	<u>388,735</u>	<u>-</u>	<u>388,735</u>

	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2023 £
Tangible fixed assets	1,481	-	1,481
Current assets	435,468	47,625	483,093
Current liabilities	(21,641)	(47,770)	(69,411)
Total net assets	<u>415,308</u>	<u>(145)</u>	<u>415,163</u>

21 Related party transactions

During the year the charity made the following related party transactions:

Exeter Citizens Advice Bureau

Key management services are provided by Exeter Citizens Advice Bureau.

The value of key management services provided during the year total £42,884. (2023: £27,226)

The value of other recharges incurred during the year total £3,346. (2023: £1,464)

The value of expenditure recharged to Exeter Citizens Advice Bureau during the year was £Nil (2023: £7,046)

At the balance sheet date the amount due to Exeter Citizens Advice Bureau was £336 (2023 - £Nil).

TORBAY CITIZENS ADVICE BUREAUX

England & Wales - Charity number 1017649

Accounts

Company registration number: 2785039

Charity registration number: 1017649

Torbay Citizens Advice Bureaux

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2023

Thompson Jenner LLP
1 Colleton Crescent
Exeter
Devon
EX2 4DG

Torbay Citizens Advice Bureaux

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Torbay Citizens Advice Bureaux

Reference and Administrative Details

Trustees	G Buck
	J Lowes
	S Morgan
	R Summers, Vice-Chair
Charity Registration Number	1017649
Company Registration Number	2785039
Registered Office	The charity is incorporated in England & Wales.
	29 Palace Avenue
	Paignton
	Devon
Independent Examiner	TQ3 3EQ
	Thompson Jenner LLP
	1 Colleton Crescent
	Exeter
	Devon
	EX2 4DG

Torbay Citizens Advice Bureaux

Chair's Report for the Year Ended 31 March 2023

The first five months of the above reporting period were dominated by a developing, but strong suspicion from the Torbay management team and the Trustees (and our Exeter colleagues) that business was not going as smoothly as it should have been and that relationships within our organisation and with other organisations in the Torbay area had become strained and fragile.

In August 2022 our incumbent Chief Executive Officer (CEO) (shared with Citizens Advice Exeter) left at short notice. The Assistant CEO, Lyndsay Jarman, based in Exeter, essentially took on the role of our CEO, and with great assistance from Advice Services Manager Jackie Ekers, set about recovering our business stability and our previous high reputation. They have been successful and for this they, and the local team who actively supported them, deserve our thanks and credit. (In the Exeter office Karen Devaraj took on a significant extra load alongside Lyndsay, ably assisted by Vicki Tate-Brown.)

We were successful in our annual Leadership Self Assessment, though as a result of the leadership turbulence, not as successful as we had been in the past. Albeit the success was due to hard-worked recovery action by the team mentioned above.

After the turbulence this combined effort bore out the strength of our relationship with CA Exeter. Following the departure of the CEO a robust recruitment process was initiated which culminated in the selection, from a strong field of applicants, of Sue Julyan who took up post on 17 April 2023. Sue joins after working in education for more than 20 years, most recently as headteacher of Torre C of E Academy in Torquay. She also has experience of the voluntary sector, having been a Scout leader for nearly 10 years and a volunteer for the Purple Angels Memory Café.

Since the end of the pandemic and its restrictions, the local team have worked hard to bring the Paignton office up to a comfortable standard in which to work and in which to carry out a limited number of face to face interviews. We are still investigating the best way of hybrid working with some volunteers preferring to work from home and some preferring the office environment; whichever it is the high standard of advice delivery has been maintained.

We had the privilege of a visit by Dame Clare Moriarty, the CEO of (national) Citizens Advice in September 2022, who was impressed with what she saw. A number of staff were able to give short presentations of what they did which she found very informative.

The Trustees have made it policy for the time being to endeavour to retain our highly trained and professional paid staff by funding salaries from reserves if necessary – which it has been. We finished the year end with a deficit and have set a deficit budget for 23/24. We aim to reduce this as much as possible by seeking extra funding, not easy in these straightened times.

At the time of writing, the country is experiencing a high rate of inflation combined with high interest rates. We are noticing that clients are coming to us with multiple problems and our scope for resolving them is proving ever more difficult. This is likely to remain a significant issue in 23/24.

Geoff Buck

Chair

Torbay Citizens Advice Bureaux

Trustees' Report

Trustees and officers

The trustees and officers serving during the year and since the year end were as follows:

Trustees:	G R Buck
	J R Lowes
	S J Morgan
	R S Summers

The Trustees who are directors for company law purposes, present their annual report together with the unaudited annual accounts for the period ending 31 March 2023 which comply with current statutory requirements, the charity's governing documents and prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The charity was incorporated on 29 January 1993 and is a company limited by guarantee, having no share capital.

Objectives

The charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Torbay and surrounding areas.

Purposes and aims

The charity is a member of Citizens Advice and aims:

- to provide the advice people need for the problems they face
- to improve the policies and practices that affect people's lives

The charity provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination. Our aims fully reflect the purposes that the charity was set up to further.

We have referred to the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

How our activities deliver public benefit

The trustee board is convinced that the work that the charity does, and the services it provides, are crucial elements in ensuring that those most in need are supported in accessing their rights. Without the charity, many clients would have nowhere to go and no-one to help them with their problems. In line with other resort economies, Torbay has suffered more than many areas of the country, being the 48th most deprived local authority in England.

All our charitable activities focus on the provision of free advice to the general public on a range of issues; including welfare benefits and tax credits, debt and money, housing and employment, family issues and consumer advice. Our activities are undertaken to further our charitable purposes for the public benefit. Largely, those benefiting from our services are those most in need, particularly those in financial hardship.

Torbay Citizens Advice Bureaux

Trustees' Report

The difference we made in Torbay 2022 - 23

As members of the national Citizens Advice service, Citizens Advice Torbay has access to a Treasury approved modelling tool which calculates the financial value of our impact to the local community. The model provides a trusted mechanism to quantify the social return on investment achieved by the local authority, the NHS and other public bodies through Citizens Advice. We can also capture the financial impact of our work with clients and our volunteers through improved employability, sense of community and personal wellbeing.

For every £1 invested in our service in 2022/23, we generated:

£3.44
in savings to
government and
public services
(fiscal benefits)
Total: £581,202

£24.98
in wider
economic and
social benefits
(public value)
Total: £4,214,971

£14.52
in financial value to
the people we help
(specific outcomes
to individuals)
Total: £2,449,276



£2,449,276

The annual value to the people we help.



£2,926,564

The public value of improving clients' wellbeing (emotional, family, relationships and positive functioning).



£280,731

The public value of volunteering.



£228,292

Savings to the DWP through keeping people in work.



£70,098

Total savings to local authorities through preventing homelessness, evictions and mental health services.



£91,469

Total savings to the NHS by reducing use of mental health and GP services.



£7,670

Savings to the criminal justice system by preventing evictions and homelessness.



Client satisfaction

We carefully monitor our clients' satisfaction with our service; the feedback we receive is vital to our planning process. Of those replying to our latest survey, 82% were satisfied with the extent to which their problem was resolved; 89% were satisfied with the extent that we helped them find a way forward; and 90% said that they would recommend us to someone else. By improving clients' wellbeing (emotional, family, relationships and positive functioning), we contributed £2,926,564 in terms of public value.

- Citizens Advice Torbay is a client-focused organisation
- A client will be given as much time as he or she needs, but it is recognised that this may not be as much time as he or she wants
- Services will be targeted towards those who are most in need
- The quality of services offered to clients must remain demonstrably high
- The financial and structural viability of the organisation shall be considered when introducing any new services
- It is recognised that new services and initiatives should be directed primarily at strengthening the core of the service, either structurally or financially

Governance

The charity is managed by its Trustee Board. The members are charity trustees who have a legal responsibility for the general control and management of the charity, including financial management and control. All trustees give their time voluntarily and receive no benefits from the charity.

Torbay Citizens Advice Bureaux

Trustees' Report

The Trustee Board is responsible for ensuring that the charity complies with the Citizens Advice Membership Scheme, charity legislation, and relevant company law.

New trustees are assigned a mentor, and are provided with an induction pack, an initial induction programme, and on-going training and support as required. This includes the opportunity to observe the work of the charity and briefings at Board meetings on areas of the charity's work. Furthermore, Citizens Advice provides a programme of trustee training for new and existing trustees.

Management

Under a partnership with Citizens Advice Exeter we share a leadership team. Therefore, the day to day running of the charity during the year was delegated to the leadership team, consisting:

Suzanne Julyan - Chief Executive

Tom Godwin – Chief Executive resigned 19 August 2022

Lyndsay Jarman – Assistant Chief Executive (shared with Exeter)

Jackie Ekers – Advice Services Manager

Administration

Administration within the charity is supported by a dedicated team of administrative volunteers who undertake tasks such as opening post, filing, data input and photocopying. We pay tribute to our administrative volunteers for their continued support and dedication to our work during these challenging times.

Who used and benefited from our services?

The charity continues to offer telephone and digital advice and information services. Some clients are seen on a face to face basis by appointment. During the last year, we continued to work with national Citizens Advice to deliver the freephone Adviceline service.

Without the contribution of volunteers, our generalist advice and information service would not run. During the year, they have given in the region of 8671 hours of time through regular volunteering, or equivalent to 4.6 full-time equivalent staff members, or some £280,731 in value. The Board wish to thank the many volunteers who ensured the continued operation of the charity by donating their time and experience during these challenging times.

In addition, this year we were delighted to work with 48 volunteers. The Board wishes to thank the many volunteers who ensure the continued operation of the charity by donating their time and experience during these challenging times.

We lost a number of volunteers during the pandemic, but some of them are expressing an interest in returning. This demonstrates that people benefit from volunteering for Citizens Advice including our excellent in-house training support offered to our volunteers. The new skills and experience gained whilst volunteering is valued by future employers.

Client Profile

Of the clients who used the services of the charity during the year, 78% were under 65 years of age, 57% were female, 10% were from Black Asian and minority ethnic communities, and 69% were disabled or living with a long-term health condition.

Torbay Citizens Advice Bureaux

Trustees' Report

Advice Needs

During the year, the charity assisted 1,391 clients directly with their advice needs, involving 8,868 individual issues. During the year, the charity has assisted a further 768 clients with information and signposting

The demand on our advice services, by issue, was as follows:

Client Issues	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	Grand Total
Benefits & tax credits	2,871	2,713	1,892	2,068	2,355	11,899
Benefits Universal Credit	588	2,737	1,991	1,431	575	7,322
Debt	2,326	1,720	827	1,079	1,175	7,127
Housing	936	1,073	816	1,005	932	4,762
Employment	719	772	732	370	245	2,838
Utilities & communications	507	605	950	1,870	2,029	5,961
Relationships & family	598	645	409	300	279	2,231
Consumer goods & services	332	383	294	346	390	1,745
Legal	372	374	281	163	197	1,387
Financial services & capability	186	190	179	384	120	1,059
Other	135	162	145	457	59	958
Health & community care	141	128	160	118	102	649
Travel & transport	96	111	72	66	56	401
Tax	90	103	70	32	65	360
Immigration & asylum	113	122	69	83	72	459
GVA & Hate Crime	47	64	42	16	23	192
Charitable Support & Food Banks					180	180
Education	32	13	19	19	14	97
Grand Total	10,089	11,915	8,948	9,807	8,868	49,627

As can be seen from the figures above, the charity continues to put the majority of its resources towards welfare benefits and debt issues, with these catering for more than half of our current client issues. Given the uncertain economic climate for many of our clients as we navigate the cost-of-living crisis, we expect to see continuing high levels of money and debt enquiries as household finances remain challenging for our clients, including those who now have a negative budget.

We already identify clients who can use other national free debt providers as the volume of enquiries is not manageable within our resources. However, that does mean that the charity tends to retain the most vulnerable clients or those with high support needs. Last year, we identified additional income gains for our clients exceeding £630,000. We were successful in writing off £87,354 worth of debt for our clients. For clients from Torbay who were referred to other Citizens advice services the income gains were an additional £550,379 and £224,962 debts written off.

We pay tribute to our volunteers for their continued support and expertise during the current cost of living crisis.

Research and Campaigns

Our work is not just about advice and information services. We work hard to campaign for changes in policies and practices that affect large sections of the population, based on the experiences of our clients.

Torbay Citizens Advice Bureaux

Trustees' Report

We also deliver preventative measures, including Big Energy Saving Winter and Scams Awareness, to ensure that people have skills and confidence. We offer friendly and informal sessions designed to help everyone, no matter what their level of money knowledge or capability. Our trained staff and volunteers are able to cut through the jargon and pass on valuable tips which can really make a difference to people's lives.

We pay tribute to our research and campaigns volunteers for their continued support and expertise during the challenges of the last year.

We pay tribute to our research and campaigns, and training, volunteers for their continued support and expertise.

Strategy

Cost of Living Crisis

We will work with our clients, local partners and national Citizens Advice to ensure that our services meet the challenges and uncertainties and that our evidence is used to develop Government policy to support those affected by the cost of living.

We will work with local partners to support with the predicted increase in the demand for our services and the increased complexity of the issues that clients present. Although the health emergency of Covid has diminished, the financial and employment related issues will last for many months afterwards. This cross-cutting theme is embedded across the following strategic objectives:

1. **Advice:** We will improve the experience people have when they come to us for help, so everyone leaves with the knowledge and confidence they need to find a way forward.
2. **Advocacy:** We will be a stronger voice on the issues that matter most to the people who come to us for help
3. **Technology:** We will use technology to improve the experience for the people who come to us for help, while freeing up resources that will allow us to meet more demand.
4. **Sustainability:** We will secure our future as a service through a more collaborative and proactive approach to fundraising
5. **Culture:** We will be a collaborative, innovative and high-performing service that promotes equality, diversity and inclusion, and challenges discrimination.

This strategy and the supporting business development plan will be used along with a strategy day in July 2023 to guide the charity's development over the coming years.

Financial review

The Charity has been able to operate within its planned budgets. However, the future financial climate will mean that the Charity will face a more difficult and challenging operating environment going forward. During 2022/23 the Charity has designated some £70,785 of reserves to support additional staffing as part of our Coronavirus recovery planning.

The charity has benefited from grants and funding from Torbay Council, and others, which has enabled the continuation of generalist advice and information services by volunteers, managed and supported by paid staff.

In addition, the charity has again successfully delivered the following projects and services in addition to the generalist advice and information service:

- The delivery of outreach advice sessions at YES Brixham.
- Delivered support to people at risk of fuel poverty as part of the Energy Advice Programme funded by Citizens Advice.
- Delivered an Empower service to people at risk of fuel poverty funded by Citizens Advice South Hams

Torbay Citizens Advice Bureaux

Trustees' Report

- The delivery of a welfare benefits service, in partnership with The Lodge and MacMillan Cancer Support, for families living with cancer
- Employed a Voluntary Sector Health & Well-being Network Co-ordinator
- Help to Claim – grant funding from Citizens Advice to cover the delivery costs of a service to support Universal Credit claimants
- Debt management service funded by Torbay Council
- Housing Advocacy project funded by Torbay Council

Furthermore, this year the Charity has attracted additional funding as follows

- Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan Cancer Support
 - Provision of a holistic welfare benefits, employment, housing, debt and general advice service for people affected by cancer.
- Devon Communities Foundation – Cost of Living Crisis funding
- One Devon – Cost of living Crisis funding

Reserves policy

The charity is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The charity maintains a projection of income for at least three years ahead and aims to ensure that this continues to be derived from as wide a variety of sources as possible. The Trustees will take all necessary steps and use their best endeavours to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise, should a significant reduction in income be incurred and given the prevailing economic climate within Torbay, the Trustees have determined that "free" reserves should be maintained equal to at least six months normal operating expenditure. In addition, as part of an agreed development plan, the charity had recognised the need to move to new, fully accessible premises. Although the Trustee Board has lowered the priority of this objective, It is recognised that in future some reserves may need to be allocated for this purpose.

In addition, the charity will continue to designate funds to ensure that our IT systems are maintained at a sufficient level to ensure the continued delivery of a quality advice service.

Trustees will consider the designation of further reserves where these support the long-term strategy of the charity, including use for fundraising activities or volunteer recruitment and training.

Risk management

Our Risk Group was responsible for advising the trustee board on the effective management of risk and for making sure that internal controls are in place and operating as designed. The Main Trustee Board now acts as the Risk Group with one Trustee acting as Lead Trustee for Risk. As part of our on-going risk assessment process, our risk management strategy and policies are reviewed and agreed by the Main Board each quarter. We operate a robust system of internal financial controls which is fully compliant with Charity Commission guidance and good practice.

UK General Data Protection Regulations

As part of its responsibilities, the Main Board continues to ensure that the charity complies with the UK General Data Protection Regulations and that the confidentiality, integrity and availability of all our data assets is maintained to a level which is consistent with the requirements of the UK General Data Protection Regulations.

Torbay Citizens Advice Bureaux

Trustees' Report

Future plans

The trustee board is convinced that the work that the charity does, and the services it provides, are crucial elements in ensuring that those most in need are supported in accessing their rights. Without the charity, many clients would have nowhere to go and no-one to help them with their problems.

In terms of external, and other, factors that the charity is planning for, these include:

Task Planner 2023-24



Advice: <i>Improving the experience people have when they come to us so that everyone leaves with the knowledge and confidence they need to find a way forward</i> Achieve an 80% client experience satisfaction score from those completing our client survey	Refine our vision for our Adviceline service, alongside the Torbay Community Helpline Seek to establish new referral routes so that clients have access to advice at an early stage. Ensure that the learning from the FAIR (Financial Advice, Information and Resilience) Project – part of Ageing Well – are embedded in our future service offering
Health and Wellbeing <i>Supporting the health and well-being of those in financial hardship and those at risk of homelessness</i> Achieve income gains for our 'core' clients totalling a minimum of £500,000 per annum	Bring together advice providers and statutory partners to plan what services are on offer, with a view to maximising capacity within the sector with a particular emphasis on growing the number of specialist debt advisers within the network. Work alongside and in partnership with our local food banks and the new Torbay Community Alliance as well as community groups and any community outreach opportunities that allow us to reach more people Investigate opportunities to increase debt, energy and housing advice capacity across the Bay
Advocacy <i>Being a stronger voice on the issues that matter most to the people who come to us for help</i> Produce 100 evidence forms highlighting failings in local or national policy or practice	Work jointly to highlight research and campaigning issues and run shared campaigns to raise awareness and inform policy development. Complete an annual assessment of research and campaigns activity as part of the Citizens Advice Leadership Self-Assessment Work jointly to highlight research and campaigning issues and run shared campaigns to raise awareness and inform policy development.
Collaboration <i>Play a leading role to ensure that there is sufficient capacity within the advice and information sector, including the use of technology</i> Use our leading role in advice and information to identify partnership funding over a 3 to 5 year period	We will develop a plan for resourcing and improving the advice and information provision across the Bay We will continue to co-ordinate quarterly meetings of the advice and information partnership We will develop a plan for resourcing and improving the advice and information provision across the Bay
Premises – LONG TERM <i>Securing our future as a service through securing new premises appropriate to our needs and those of those seeking our help</i> Understand our future premises needs, alongside hybrid working for our people, and have a full specification of our future needs	We will develop a premises and accommodation strategy, and actively seek premises which are accessible to clients and to those interested in helping to deliver the services whether paid or unpaid. Alongside our fundraising strategy and reserves policy, we will develop a three-year financial sustainability strategy which takes account of our premises aspirations and maps annual funding shortfalls and highlights the approach proposed to achieve a balanced annual budget position. Actively work with local partners to identify the opportunities for shared premises, and to improved ways of supporting people in Torbay.

The annual report was approved by the trustees of the charity on 7 September 2023 and signed on its behalf by:

G Buck
Trustee

S Morgan
Trustee

Torbay Citizens Advice Bureaux

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Torbay Citizens Advice Bureaux for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

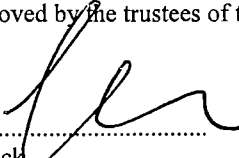
Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including its income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

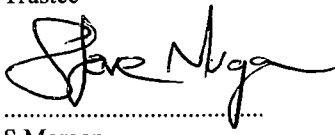
- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 have been followed, subject to any material 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 charitable company will continue in business.

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

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

Approved by the trustees of the charity on 7 September 2023 and signed on its behalf by:


.....
G Buck
Trustee


.....
S Morgan
Trustee

Torbay Citizens Advice Bureaux

Independent Examiner's Report to the trustees of Torbay Citizens Advice Bureaux ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2023.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

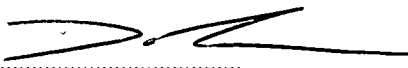
Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

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

1. accounting records were not kept in respect of Torbay Citizens Advice Bureaux as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



.....
Dave Tucker FCCA
The Association of Chartered Certified Accountants

Thompson Jenner LLP
1 Colleton Crescent
Exeter
Devon
EX2 4DG

Date: 16/10/23...

Torbay Citizens Advice Bureaux

Statement of Financial Activities for the Year Ended 31 March 2023 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2023 £
Income and Endowments from:				
Donations and legacies	3	78,405	-	78,405
Charitable activities	4	-	124,744	124,744
Investment income	5	1,645	-	1,645
Total income		<u>80,050</u>	<u>124,744</u>	<u>204,794</u>
Expenditure on:				
Charitable activities	6	<u>(164,823)</u>	<u>(138,691)</u>	<u>(303,514)</u>
Total expenditure		<u>(164,823)</u>	<u>(138,691)</u>	<u>(303,514)</u>
Net expenditure		<u>(84,773)</u>	<u>(13,947)</u>	<u>(98,720)</u>
Net movement in funds		(84,773)	(13,947)	(98,720)
Reconciliation of funds				
Total funds brought forward		<u>500,081</u>	<u>13,802</u>	<u>513,883</u>
Total funds carried forward	18	<u><u>415,308</u></u>	<u><u>(145)</u></u>	<u><u>415,163</u></u>

During the year, the Charity utilised brought forward specific designated funds to cover budgeted expenditure incurred as part of the continued delivery of Charitable objectives.

Torbay Citizens Advice Bureaux

Statement of Financial Activities for the Year Ended 31 March 2022 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2022 £
Income and Endowments from:				
Donations and legacies	3	86,541	-	86,541
Charitable activities	4	-	265,227	265,227
Investment income	5	591	-	591
Total income		<u>87,132</u>	<u>265,227</u>	<u>352,359</u>
Expenditure on:				
Charitable activities	6	<u>(56,516)</u>	<u>(277,651)</u>	<u>(334,167)</u>
Total expenditure		<u>(56,516)</u>	<u>(277,651)</u>	<u>(334,167)</u>
Net income/(expenditure)		<u>30,616</u>	<u>(12,424)</u>	<u>18,192</u>
Net movement in funds		30,616	(12,424)	18,192
Reconciliation of funds				
Total funds brought forward		<u>469,465</u>	<u>26,226</u>	<u>495,691</u>
Total funds carried forward	18	<u><u>500,081</u></u>	<u><u>13,802</u></u>	<u><u>513,883</u></u>

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2022 is shown in note 18.

The notes on pages 15 to 29 form an integral part of these financial statements.

Torbay Citizens Advice Bureaux

(Registration number: 2785039)
Balance Sheet as at 31 March 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	12	1,481	1,742
Current assets			
Debtors	13	22,272	7,961
Investments	14	86,007	85,000
Cash at bank and in hand	15	374,814	478,454
		483,093	571,415
Creditors: Amounts falling due within one year	16	(69,411)	(59,274)
Net current assets		413,682	512,141
Net assets		415,163	513,883
Funds of the charity:			
Restricted income funds			
Restricted funds	18	(145)	13,802
Unrestricted income funds			
Unrestricted funds		415,308	500,081
Total funds	18	415,163	513,883

For the financial year ending 31 March 2023 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The financial statements on pages 12 to 29 were approved by the trustees, and authorised for issue on 7 September 2023 and signed on their behalf by:

.....
G Buck
Trustee

.....
S Morgan
Trustee

The notes on pages 15 to 29 form an integral part of these financial statements.

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2023

1 Charity status

The charity is limited by guarantee, incorporated in England & Wales, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office is:

29 Palace Avenue

Paignton

Devon

TQ3 3EQ

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

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

Statement of compliance

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Basis of preparation

Torbay Citizens Advice Bureaux meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Income and endowments

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2023

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its 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.

Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Governance costs

These include the cost attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustee's meetings and reimbursed expenses.

Government grants

Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

Taxation

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

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2023

Tangible fixed assets

Individual fixed assets costing £1000.00 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Fixtures and fittings	15% reducing balance, 33.33% straight line

Current asset investments

Current asset investments are included at the lower of cost and net realisable value / market value.

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure

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

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2023

Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

3 Income from donations and legacies

	Unrestricted funds General £	Total 2023 £	Total 2022 £
Donations and legacies;			
Donations from individuals	383	383	160
Grants, including capital grants;			
Government grants	73,200	73,200	69,000
Grants from other charities	4,822	4,822	17,381
	<u>78,405</u>	<u>78,405</u>	<u>86,541</u>

Of the total income from donations and legacies in the prior year, the entire amount was unrestricted

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2023

4 Income from charitable activities

	Restricted funds £	Total 2023 £	Total 2022 £
Adult Social Care Precept	-	-	58,000
Big Energy Saving Network	438	438	1,313
Citizens Advice Torridge, North, Mid and West			
Devon in partnership with Macmillan	18,902	18,902	-
Devon Communities Foundation	2,000	2,000	-
Empower	16,463	16,463	15,456
Energy Advice Programme/EBDx	8,800	8,800	6,000
FAIR	-	-	47,476
Heat Well for Less	-	-	574
Help to Claim service	-	-	55,087
Macmillan	7,046	7,046	-
One Devon	428	428	-
The Lodge	-	-	8,034
Torbay Council - ASC	13,477	13,477	15,389
Torbay Council - Debt management	37,898	37,898	37,898
Torbay Council - Housing Advocate	12,000	12,000	12,000
YES Brixham	7,292	7,292	8,000
	<u>124,744</u>	<u>124,744</u>	<u>265,227</u>

Of the total income from charitable activities in the prior year, the entire amount was restricted.

5 Investment income

	Unrestricted General £	Total 2023 £	Total 2022 £
Bank interest receivable	<u>1,645</u>	<u>1,645</u>	<u>591</u>

Of the total investment income in the prior year, the entire amount was unrestricted.

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2023

6 Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total 2023 £
Charitable activities	146,906	101,410	248,316
Support costs	17,917	37,281	55,198
	164,823	138,691	303,514
	164,823	138,691	303,514
	Unrestricted Funds £	Restricted Funds £	Total 2022 £
Charitable activities	44,351	252,484	296,835
Support costs	12,165	25,167	37,332
	56,516	277,651	334,167
	56,516	277,651	334,167

	Unrestricted funds Designated £	General £	Restricted funds £	Total 2023 £
Big Energy Saving Network	-	-	438	438
Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan	-	-	18,902	18,902
Core Service Fund	-	80,050	-	80,050
Designated IT	439	-	-	439
Designated Premises	1,337	-	-	1,337
Designated Project Impact Fund	9,241	-	-	9,241
Designated Recovery fund	73,756	-	-	73,756
Devon Communities Foundation	-	-	2,000	2,000
Empower	-	-	16,463	16,463
Energy Advice Programme/EBDx	-	-	8,800	8,800
Help to Claim service	-	-	13,302	13,302
Macmillan	-	-	7,046	7,046
One Devon	-	-	428	428
Torbay Council - ASC	-	-	13,622	13,622
Torbay Council - Debt management	-	-	37,898	37,898
Torbay Council - Housing Advocate	-	-	12,000	12,000
YES Brixham	-	-	7,792	7,792
	84,773	80,050	138,691	303,514
	84,773	80,050	138,691	303,514

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2023

	Unrestricted funds Designated £	General £	Restricted funds £	Total 2022 £
Adult Social Care Project	-	-	58,000	58,000
Big Energy Saving Network	-	-	1,312	1,312
Core Service Fund	-	53,068	-	53,068
Empower	-	-	15,456	15,456
Energy Advice Programme/EBDx	-	-	6,000	6,000
FAIR	-	-	69,331	69,331
Heat Well for Less	-	-	574	574
Help to Claim service	-	-	46,157	46,157
IT Systems fund	1,282	-	-	1,282
Premises fund	2,166	-	-	2,166
The Lodge	-	-	8,034	8,034
Torbay Council - ASC	-	-	15,389	15,389
Torbay Council - Debt management	-	-	37,898	37,898
Torbay Council - Housing Advocate	-	-	12,000	12,000
YES Brixham	-	-	7,500	7,500
	<u>3,448</u>	<u>53,068</u>	<u>277,651</u>	<u>334,167</u>

7 Net incoming/outgoing resources

Net outgoing/incoming resources for the year include:

	2023 £	2022 £
Depreciation of fixed assets	<u>261</u>	<u>308</u>

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2023

8 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

Trustees were reimbursed a total of £114.70 in relation to reclaimed expenses during the year.

No trustees have received any other benefits from the charity during the year.

9 Staff costs

The aggregate payroll costs were as follows:

	2023	2022
	£	£
Staff costs during the year were:		
Wages and salaries	198,402	214,800
Social security costs	13,518	9,492
Pension costs	6,238	5,355
	<u>218,158</u>	<u>229,647</u>

The monthly average number of persons (including senior management / leadership team) employed by the charity during the year expressed as full time equivalents was as follows:

	2023	2022
	No	No
Charitable activities	<u>15</u>	<u>17</u>

7 (2022 - 7) of the above employees participated in the Defined Contribution Pension Schemes.

No employee received emoluments of more than £60,000 during the year.

10 Independent examiner's remuneration

	2023	2022
	£	£
Examination of the financial statements	<u>2,880</u>	<u>2,880</u>

11 Taxation

The charity is a registered charity and is therefore exempt from taxation.

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2023

12 Tangible fixed assets

	Furniture and equipment £	Total £
Cost		
At 1 April 2022	113,074	113,074
At 31 March 2023	113,074	113,074
Depreciation		
At 1 April 2022	111,332	111,332
Charge for the year	261	261
At 31 March 2023	111,593	111,593
Net book value		
At 31 March 2023	1,481	1,481
At 31 March 2022	1,742	1,742

13 Debtors

	2023 £	2022 £
Trade debtors	20,829	5,913
Prepayments and accrued income	1,443	2,048
	22,272	7,961

14 Current asset investments

	2023 £	2022 £
Fixed term bonds	86,007	85,000

15 Cash and cash equivalents

	2023 £	2022 £
Cash on hand	78	25
Cash at bank	374,736	478,429
	374,814	478,454

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2023

16 Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	111	8,685
Other taxation and social security	3,360	3,417
Other creditors	15,280	16,387
Accruals	2,890	2,640
Deferred income	47,770	28,145
	<u>69,411</u>	<u>59,274</u>
	2023 £	2022 £
Deferred income at 1 April 2022	28,145	37,035
Resources deferred in the period	47,770	28,145
Amounts released from previous periods	<u>(28,145)</u>	<u>(37,035)</u>
Deferred income at year end	<u>47,770</u>	<u>28,145</u>

17 Pension and other schemes

Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £6,238 (2022 - £5,354).

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2023

18 Funds

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
Unrestricted funds					
<i>General</i>					
Unrestricted funds	100,734	80,050	(76,050)	81,683	186,417
<i>Designated</i>					
Building fund	250,000	-	(1,337)	(148,663)	100,000
Core Service Fund	-	-	-	70,785	70,785
Covid Recovery	78,000	-	(73,756)	(4,244)	-
Fuel Voucher Admin	4,000	-	(4,000)	-	-
IT Systems fund	13,000	-	(439)	439	13,000
Project Closure Impact Fund	12,500	-	(9,241)	-	3,259
Redundancy fund	33,397	-	-	-	33,397
Sickness cover	8,450	-	-	-	8,450
	<u>399,347</u>	<u>-</u>	<u>(88,773)</u>	<u>(81,683)</u>	<u>228,891</u>
Total unrestricted funds	<u>500,081</u>	<u>80,050</u>	<u>(164,823)</u>	<u>-</u>	<u>415,308</u>
Restricted funds					
Big Energy Saving Network Fund	-	438	(438)	-	-
Energy Advice Programme/EBDx	-	8,800	(8,800)	-	-
Empower	-	16,463	(16,463)	-	-
Help to Claim service	13,302	-	(13,302)	-	-
Torbay Council - ASC	-	13,477	(13,622)	-	(145)
YES Brixham	500	7,292	(7,792)	-	-
Torbay Council - Debt management	-	37,898	(37,898)	-	-
Torbay Council - Housing Advocate	-	12,000	(12,000)	-	-
Devon Communities Foundation	-	2,000	(2,000)	-	-
Devon Macmillan	-	18,902	(18,902)	-	-
Macmillan	-	7,046	(7,046)	-	-
One Devon	-	428	(428)	-	-
	<u>13,802</u>	<u>124,744</u>	<u>(138,691)</u>	<u>-</u>	<u>(145)</u>
Total restricted funds	<u>13,802</u>	<u>124,744</u>	<u>(138,691)</u>	<u>-</u>	<u>(145)</u>
Total funds	<u>513,883</u>	<u>204,794</u>	<u>(303,514)</u>	<u>-</u>	<u>415,163</u>

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2023

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2022 £
Unrestricted funds					
<i>General</i>					
Unrestricted funds	152,939	87,132	(53,068)	(86,269)	100,734
<i>Designated</i>					
Building fund	250,000	-	(2,166)	2,166	250,000
Covid Recovery	57,000	-	-	21,000	78,000
Fuel Voucher Admin	-	-	-	4,000	4,000
IT Systems fund	9,526	-	(1,282)	4,756	13,000
Project Closure Impact Fund	-	-	-	12,500	12,500
Redundancy fund	-	-	-	33,397	33,397
Sickness cover	-	-	-	8,450	8,450
	<u>316,526</u>	<u>-</u>	<u>(3,448)</u>	<u>86,269</u>	<u>399,347</u>
Total unrestricted funds	<u>469,465</u>	<u>87,132</u>	<u>(56,516)</u>	<u>-</u>	<u>500,081</u>
Restricted					
Big Energy Saving Network Fund	-	1,312	(1,312)	-	-
Adult Social Care Precept	-	58,000	(58,000)	-	-
Energy Advice Programme/EBDx	-	6,000	(6,000)	-	-
FAIR	21,855	47,476	(69,331)	-	-
Heat Well for Less	-	574	(574)	-	-
Empower	-	15,456	(15,456)	-	-
Help to Claim service	4,371	55,088	(46,157)	-	13,302
The Lodge	-	8,034	(8,034)	-	-
Torbay Council - ASC	-	15,389	(15,389)	-	-
YES Brixham	-	8,000	(7,500)	-	500
Torbay Council - Debt management	-	37,898	(37,898)	-	-
Torbay Council - Housing Advocate	-	12,000	(12,000)	-	-
	<u>26,226</u>	<u>265,227</u>	<u>(277,651)</u>	<u>-</u>	<u>13,802</u>
Total restricted funds	<u>26,226</u>	<u>265,227</u>	<u>(277,651)</u>	<u>-</u>	<u>13,802</u>
Total funds	<u>495,691</u>	<u>352,359</u>	<u>(334,167)</u>	<u>-</u>	<u>513,883</u>

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2023

Designated Funds

Building Fund - The building fund has been set aside in order to fund the need to move to new, fully accessible premises as part of the development plan.

Core Service Fund - a fund to be used to offset the additional costs of delivering our core generalist service.

Covid Recovery - a fund to be used for additional advice capacity and staffing as we move into the recovery phase of our pandemic response.

Fuel Voucher Admin - To cover the administration costs of issuing fuel vouchers under the Household Support Fund.

IT System Fund - The IT system fund has been set aside to ensure that IT systems are maintained at a sufficient level to ensure the continued delivery of a quality advice service.

Project closure impact fund - Fund to mitigate the impact of project closure and contingency planning.

Redundancy Fund - for the purpose of transparency and good governance, the trustees have created a fund to cover potential liabilities of the charity as at 1 April 2023.

Sickness cover fund - a fund to cover the one-off costs of staff sickness cover.

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2023

Restricted Funds

Adult Social Care Precept - A Torbay Council grant to support a range of Community and Voluntary sector organisations to assist them in providing activities and services for local people to support their independence, provide advice and information and to deliver help with challenges related to loneliness and isolation. These grant payments are funded from the Council Tax precept 2021/22 to specifically support Adult Social Care in Torbay. This includes working with local community organisations to enhance supportive neighbourhood and encourage support and innovation.

Big Energy Saving Network Fund - grant funding from Citizens Advice to provide frontline worker training to people identified as fuel poor or at risk of becoming fuel poor.

Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan Cancer Support - Provision of a holistic welfare benefits, employment, housing, debt and general advice service for people affected by cancer.

Devon Communities Foundation - Grant approved by Devon Community Foundation for the Communities in Crisis Appeal - DCMS.

Empower - A grant from Citizens Advice South Hams to support those in fuel poverty.

Energy Advice Programme - grant funding from Citizens Advice to provide advice services to clients at risk of fuel poverty.

Financial Advice, Information & Resilience (FAIR) project - A multi-agency project to support older people in Torbay under the Ageing Well Torbay programme.

Heat Well for Less - Grant funding from Citizens Advice South Hams for the delivery of a Heat Well for Less service for people at risk of fuel poverty.

Help-to-Claim service - grant funding from Citizens Advice to cover the set up costs of a new service to support Universal Credit claimants.

One Devon - NHS South West cost of living community fund grant.

The Lodge - The delivery of a welfare benefits service, in partnership with The Lodge and MacMillan Cancer Support, for families living with cancer.

Torbay Council ASC - funding from the Adult Social Care (ASC) precept to employ a Voluntary Sector Health and Well-being Network Co-ordinator. The deficit as at 31 March 2023 will be covered by future income.

Torbay Council Debt Management - funding from DWP and Torbay Council Debt Management Scheme to assist with the Debt Advice Service.

Torbay Council Housing Advocate - funding to assist in providing activities and services for local people to support their independence, provide advice and information and to deliver help with challenges related to housing quality, consumer rights and health.

YES Brixham - Grant funding from YES Brixham for the delivery of outreach advice sessions.

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2023

19 Analysis of net assets between funds

	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2023 £
Tangible fixed assets	1,481	-	1,481
Current assets	435,468	47,625	483,093
Current liabilities	(21,641)	(47,770)	(69,411)
Total net assets	<u>415,308</u>	<u>(145)</u>	<u>415,163</u>
	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2022 £
Tangible fixed assets	1,742	-	1,742
Current assets	529,910	41,505	571,415
Current liabilities	(31,129)	(28,145)	(59,274)
Total net assets	<u>500,523</u>	<u>13,360</u>	<u>513,883</u>

20 Related party transactions

During the year the charity made the following related party transactions:

Exeter Citizens Advice Bureau

Key management services are provided by Exeter Citizens Advice Bureau.

The value of key management services provided during the year total £27,226. (2022: £32,139)

The value of other recharges incurred during the year total £1,464. (2022: £2,858)

The value of expenditure recharged to Exeter Citizens Advice Bureau during the year was £7,046 (2022: £Nil)

At the balance sheet date the amount due to/from Exeter Citizens Advice Bureau was £Nil (2022 - £Nil).

TORBAY CITIZENS ADVICE BUREAUX

England & Wales - Charity number 1017649

Accounts

Company registration number: 2785039

Charity registration number: 1017649

Torbay Citizens Advice Bureaux

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2022

Thompson Jenner LLP
1 Colleton Crescent
Exeter
Devon
EX2 4DG

Torbay Citizens Advice Bureaux

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Torbay Citizens Advice Bureau

Chair's Report for the Year Ended 31 March 2022

As we enter the 2022/2023 financial year, we have yet to see the end of the Covid-19 pandemic effects.

The previous two years were largely defined by our pandemic response, and we have a lot to be proud of. We continued to respond through the year in a way that consolidated our progress in several key areas. Our long-term goal remains unchanged: to help more people in Torbay by delivering seamless, multichannel services that keep pace with changing client preferences. Our partnership with Citizens Advice colleagues in Exeter, which provides a joint leadership approach, has demonstrated the positive impact for both charities during our pandemic response.

We exist to support local people and it is incumbent upon us to find the most effective and efficient way of doing this without undermining our core principles.

As we emerge from the health emergency, and in these difficult economic times, it could be argued that our service should become more focused on those in greatest need. But doing this, in isolation, ignores the value of early interventions which can prevent day to day issues spiralling into crisis. We must continue to recognise the difficulties of those who are "just about managing" who at any moment, without support, can quickly become part of the greatest need group.

Neither is it right to ignore the value of new technologies in finding solutions for those able to make use of online developments or to create service models which sees new technology as a cheap alternative, rather than a complementary access route.

Working with local partners, we will implement a new model of delivery which offers a broad basket of access routes, which focuses on prevention as much as managing crisis and which seeks to work with others to ensure that, longer term, we do not just offer a firefighting solution which leads to a revolving door of returning clients.

This year we have been able to help 1,852 clients through bespoke telephone advice and dealt with their 9,807 individual problems. Our help and advice channels saw us aid a further 3,870 clients through a mix of on-line services and self-help facilities, in addition, we have achieved financial gains for clients totalling £0.82m. Our impact research shows people are equally satisfied with our services across phones, chat and face to face, and that even during the pandemic over 80% of people found our services accessible. In the year ahead, we must deepen our understanding and adapt our service for those we don't reach.

Through the coming year we will hopefully become much freer from the Covid constraints – the epidemic itself and the after effects, both on health and operating restrictions. I thank the volunteers and staff of the Charity for their on-going effort and commitment during the challenges of the last two years. I would also like to thank my fellow Trustees who provide first class governance to the Charity which was again highlighted in our recent leadership assessment by Citizens Advice of which we are a member, together with continuing excellent quality of advice assessment outcomes. Special thanks go to Bev Foster who served as Chair through some difficult times, and John Foster who was Treasurer. Having moved up country, they felt that it was no longer appropriate to remain as Trustees of a charity serving Torbay. We know the importance of staff and volunteer wellbeing and want to make sure our priorities for the year ahead are ambitious but achievable. We'll continue to introduce new ways of working for our staff and volunteers based on a blend of office and remote working. I am delighted that, despite the challenges of the last year, we have achieved outstanding results in our people and client surveys.

Our advocacy work remains more important than ever for the people who come to us for help. We helped secure some important wins especially in making the case for more government intervention through schemes like the Household Support Fund. The year ahead we will continue to be at the forefront of understanding how the people of Torbay are affected by economic and societal shifts, and we will continue to speak up for them.

Torbay Citizens Advice Bureaux

Chair's Report for the Year Ended 31 March 2022

As this report is written there is a significant increase in the cost of living and in energy prices – gas, electricity and fuel. This will undoubtedly affect people's finances and we expect an increased number of calls for advice and assistance as a consequence.

Geoff Buck

A handwritten signature in black ink, appearing to be 'Geoff Buck', written in a cursive style.

Chair of Trustees

Torbay Citizens Advice Bureaux

Trustees' Report

Trustees and officers

The trustees and officers serving during the year and since the year end were as follows:

Trustees:

M Bird (resigned 9 May 2022)
G R Buck
S L Colegate (resigned 26 November 2021)
B Foster (resigned 26 November 2021)
J M Foster (resigned 26 November 2021)
J R Lowes
S J Morgan (appointed 14 June 2021)
R S Summers
H Wilk (resigned 15 May 2021)

Secretary:

T E Godwin (appointed 20 December 2021 and resigned 19 August 2022)
S R Barriball (resigned 20 December 2021)

The Trustees who are directors for company law purposes, present their annual report together with the unaudited annual accounts for the period ending 31 March 2022 which comply with current statutory requirements, the charity's governing documents and prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The charity was incorporated on 29 January 1993 and is a company limited by guarantee, having no share capital.

Method of appointment of Trustees

The maximum number of Trustees shall be fifteen and the minimum be three, being either;

- Elected at the annual general meeting, and who shall hold office from the conclusion of that meeting; or
- Co-opted by the Trustee Board, provided that on appointment the total number of co-opted Trustees does not exceed one third of the total number of Trustees.

Objectives

The charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Torbay and surrounding areas.

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Purposes and aims

The charity is a member of Citizens Advice and aims:

- to provide the advice people need for the problems they face

Torbay Citizens Advice Bureaux

Trustees' Report

- to improve the policies and practices that affect people's lives

The charity provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination. Our aims fully reflect the purposes that the charity was set up to further.

We have referred to the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

How our activities deliver public benefit

The trustee board is convinced that the work that the charity does, and the services it provides, are crucial elements in ensuring that those most in need are supported in accessing their rights. Without the charity, many clients would have nowhere to go and no-one to help them with their problems.

Access to good quality advice and information is the very basis of a democratic society. It enables people to make informed decisions, uphold their rights and to play an active social and economic role in the community.

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In Torbay the need for advice services has never been greater. In line with other resort economies, Torbay has suffered more than many areas of the country and is the most deprived local authority in the South West. Many of the problems pre date the recent pandemic as highlighted in the 2021 Chief Medical Officer report into Coastal Communities "it is important to remember that the coast is home to millions of people and that the health and wellbeing of these populations has been long neglected and overlooked

The economy is dependent on a service sector; in particular, tourism. A popular retirement area, the Bay is characterised by a relatively high cost of living, lower than national average wages, seasonal employment contracts, high house prices, low levels of social housing and a growing private rented sector. Even before the pandemic it had one of the highest overall rates of insolvencies (42 per 10,000 residents) in England and Wales,

All our charitable activities focus on the provision of free advice to the general public on a range of issues; including welfare benefits and tax credits, debt and money, housing and employment, family issues and consumer advice. Our activities are undertaken to further our charitable purposes for the public benefit. Largely, those benefiting from our services are those most in need, particularly those in financial hardship.

Client satisfaction

We carefully monitor our clients' satisfaction with our service. Of those replying to our latest survey; 87% of people said that using our service helped them to find a way forward and 76% said that their problem is now resolved. Moreover 88% of people using our service said they would recommend us to others.

Strategy

Coronavirus

The pandemic continues, albeit in a less virulent form, and we will work with our clients, local partners and national Citizens Advice to ensure that our services meet the challenges and uncertainties and that our evidence is used to develop Government policy to support those affected by Coronavirus.

Torbay Citizens Advice Bureau

Trustees' Report

As part of our continued recovery planning, we will work with local partners to support with the predicted increase in the demand for our services and the increased complexity of the issues that clients present. We recognise that for many people, once the health emergency has diminished, the financial and employment related issues will last for many months afterwards. At the time of writing this report inflation is increasing, and gas, electricity and fuel costs have risen dramatically.

This cross-cutting theme is embedded across the following strategic objectives:

1. **Advice:** We will improve the experience people have when they come to us for help, so everyone leaves with the knowledge and confidence they need to find a way forward.
2. **Advocacy:** We will be a stronger voice on the issues that matter most to the people who come to us for help
3. **Technology:** We will use technology to improve the experience for the people who come to us for help, while freeing up resources that will allow us to meet more demand.
4. **Sustainability:** We will secure our future as a service through a more collaborative and proactive approach to fundraising
5. **Culture:** We will be a collaborative, innovative and high-performing service that promotes equality, diversity and inclusion, and challenges discrimination.

The supporting business plan, developed as part of a Strategy Day to be held in mid 2022, will be used to guide the charity's development over the coming years.

Governance

The charity is managed by its Trustee Board. The members are charity trustees who have a legal responsibility for the general control and management of the charity, including financial management and control. All trustees give their time voluntarily and receive no benefits from the charity.

The Trustee Board is responsible for ensuring that the charity complies with the Citizens Advice Membership Scheme, charity legislation, and relevant company law.

New trustees are assigned a mentor, and are provided with an induction pack, an initial induction programme, and on-going training and support as required. This includes the opportunity to observe the work of the charity and briefings at Board meetings on areas of the charity's work. Furthermore, Citizens Advice provides a programme of trustee training for new and existing trustees.

Management

Under a partnership with Citizens Advice Exeter, we share a leadership team. Therefore, the day to day running of the charity during the year was delegated to the leadership team, consisting:

Steve Barriball who retired at the end of 2021 and was replaced by Tom Godwin– Chief Executive (shared with Exeter)

Lyndsay Jarman – Assistant Chief Executive (shared with Exeter)

Jackie Ekers – Advice Services Manager

Administration

Administration within the charity is supported by a dedicated team of administrative volunteers who undertake tasks such as opening post, filing, data input and photocopying. We pay tribute to our administrative volunteers for their continued support and dedication to our work during these challenging times.

Torbay Citizens Advice Bureaux

Trustees' Report

Who used and benefited from our services?

Due to the pandemic, the charity ceased face-to-face services on the 16th March 2020 and has not yet resumed this. However, the charity has continued to offer telephone and digital advice and information services. During the last year, we continued to work with national Citizens Advice to deliver the freephone Adviceline service.

1. Due to the pandemic, the charity ceased face-to-face services on the 16th March 2020 and has not yet resumed this. However, the charity has continued to offer telephone and digital advice and information services. During the last year, we continued to work with national Citizens Advice to deliver the freephone Adviceline service.

2. Without the contribution of our 50 volunteers, our generalist advice and information service would not run. During the year, their volunteering translates into public value in the region of £271,131 in value.

3. The Board wish to thank the many volunteers who ensured the continued operation of the charity by donating their time and experience during these challenging times and are proud to enclose our Public Impact figures below detailing our overall financial value to society.

Client Profile

Of the clients who used the services of the charity during the year, we saw people from every age range from 15-19 years in age to those in the 95-99 years age bracket, underlining the extent of the pandemic. 61% were female, 4% were from Black Asian and minority ethnic communities, and 56% were disabled or living with a long-term health condition.

Advice Needs

During the year, the charity assisted 1852 clients directly with their advice needs, involving 9807 individual issues.

The demand on our advice services, by issue, was as follows:

	2022	2021	2020	2019	2018	2017	2016
Benefits	3499	3883	5450	3459	3997	3998	4689
Debt	1079	827	1720	2327	4951	5679	7350
Housing	1005	816	1073	936	1071	1027	1233
Employment	370	732	772	719	869	926	1113
Relationships	300	409	645	598	621	751	888
Consumer	346	294	383	332	510	382	367
Legal	163	281	374	372	350	438	496
Financial services	384	179	190	186	373	282	303
Immigration	83	69	122	113	93	94	130
Other (including utilities & communications)	2578	1458	1186	1048	1216	823	1021
Total	9807	8948	11915	10090	14051	14400	17590

The charity continues to put the majority of its resources towards welfare benefits and debt issues, with these catering for more than half of our current client issues. Given the uncertain economic climate for many of our clients as we emerge from the pandemic, we expect to see continuing high levels of money and debt enquiries as household finances remain challenging for our clients, including those who have been furloughed on reduced incomes.

Torbay Citizens Advice Bureaux

Trustees' Report

We already identify clients who can use other national free debt providers as the volume of enquiries is not manageable within our resources. However, that does mean that the charity tends to retain the most vulnerable clients or those with high support needs. Last year, we identified additional income gains for our clients exceeding £820,000.

We pay tribute to our volunteers for their continued support and expertise during the challenges of the last year.

Research, campaigns and prevention

Our work is not just about advice and information services. We work hard to campaign for changes in policies and practices that affect large sections of the population, based on the experiences of our clients.

Despite the restrictions of the pandemic our staff and volunteers still got involved in various national awareness weeks including Scams Awareness and our energy advisor made appearances on BBC Spotlight News and BBC Radio Devon.

We pay tribute to our research and campaigns volunteers for their continued support and expertise during the challenges of the last year, their insights and understanding of our clients and the data will be invaluable as we seek to learn how to better our service.

Financial review

The Charity has been able to operate within its planned budgets. However, the future financial climate will mean that the Charity will face a more difficult and challenging operating environment going forward. During 2022/23 the Charity has designated some £78,000 of reserves to support additional staffing as part of our Coronavirus recovery planning.

The charity has benefited from grants and funding from Torbay Council, and others, which has enabled the continuation of generalist advice and information services by volunteers, managed and supported by paid staff.

In addition, the charity has again successfully delivered the following projects and services in addition to the generalist advice and information service:

The delivery of outreach advice sessions at YES Brixham.

A multi-agency Financial Advice, Information & Resilience (FAIR) project to support older people in Torbay under the Ageing Well Torbay programme.

Delivered support to people at risk of fuel poverty as part of the Energy Advice Programme funded by Citizens Advice.

Delivered a Heat Well for Less service to people at risk of fuel poverty funded by Citizens Advice South Hams

Grant funding from Citizens Advice to deliver the Help-to-Claim service for Universal Credit claimants

The delivery of a welfare benefits service, in partnership with The Lodge, for families living with cancer

Employed a Voluntary Sector Health & Well-being Network Co-ordinator

Distributed £80,000 of pre-payment top up energy vouchers on behalf of Torbay Council as part of the Household Support Fund

Empower, a service to people at risk of fuel poverty funded by Citizens Advice South Hams.

From funding received from Torbay Council, funded from the Council Tax Precept 2021/22, Torbay Citizens Advice has provided support for adult social care in Torbay including working with local community organisations to enhance supportive neighbourhoods and encourage support and innovation.

Torbay Citizens Advice Bureaux

Trustees' Report

Reserves policy

The charity is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. The charity maintains a projection of income for at least three years ahead and aims to ensure that this continues to be derived from as wide a variety of sources as possible. The Trustees will take all necessary steps and use their best endeavours to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise, should a significant reduction in income be incurred and given the prevailing economic climate within Torbay, the Trustees have determined that "free" reserves should be maintained equal to at least six months normal operating expenditure. In addition, as part of an agreed development plan, the charity has recognised the need to move to new, fully accessible premises. The process of relocation will result in the charity having to use some of its reserves and has identified a sum of at least £250,000 within the current reserves for this purpose.

In addition, the charity will continue to designate funds to ensure that our IT systems are maintained at a sufficient level to ensure the continued delivery of a quality advice service.

Trustees will consider the designation of further reserves where these support the long-term strategy of the charity, including use for fundraising activities or volunteer recruitment and training.

Investment powers

The constitution authorises the trustees to invest or deposit funds in any lawful manner whilst having regard to the suitability of investments and the need for diversification. The charity currently holds £85,000 in a 1-year fixed term bond.

Subsidiary undertakings

The charity has no subsidiary undertakings.

Risk management

Our Risk Group was responsible for advising the trustee board on the effective management of risk and for making sure that internal controls are in place and operating as designed. The Main Trustee Board now acts as the Risk Group with one Trustee acting as Lead Trustee for Risk. As part of our on-going risk assessment process, our risk management strategy and policies are reviewed and agreed by the Main Board each quarter. We operate a robust system of internal financial controls which is fully compliant with Charity Commission guidance and good practice.

Torbay Citizens Advice Bureaux

Trustees' Report

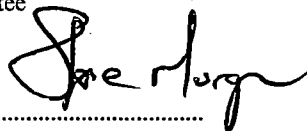
UK General Data Protection Regulations

As part of its responsibilities, the Main Board continues to ensure that the charity complies with the UK General Data Protection Regulations and that the confidentiality, integrity and availability of all our data assets is maintained to a level which is consistent with the requirements of the UK General Data Protection Regulations.

The annual report was approved by the trustees of the charity on 08/09/22 and signed on its behalf by:



G Buck
Trustee



S Morgan
Trustee

Torbay Citizens Advice Bureaux

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Torbay Citizens Advice Bureaux for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

Approved by the trustees of the charity on 08/09/22 and signed on its behalf by:



G Buck
Trustee



S Morgan
Trustee

Torbay Citizens Advice Bureaux

Independent Examiner's Report to the trustees of Torbay Citizens Advice Bureaux ("the Company")

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2022.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of Torbay Citizens Advice Bureaux are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

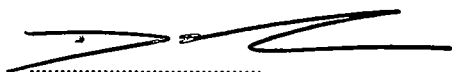
Independent examiner's statement

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

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

1. accounting records were not kept in respect of Torbay Citizens Advice Bureaux as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



.....
Dave Tucker FCCA
The Association of Chartered Certified Accountants

Thompson Jenner LLP
1 Colleton Crescent
Exeter
Devon
EX2 4DG

Date: 5/10/22

Torbay Citizens Advice Bureaux

Statement of Financial Activities for the Year Ended 31 March 2022 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2022 £
Income and Endowments from:				
Donations and legacies	3	86,541	-	86,541
Charitable activities	4	-	265,227	265,227
Investment income	5	591	-	591
Total income		<u>87,132</u>	<u>265,227</u>	<u>352,359</u>
Expenditure on:				
Charitable activities	6	<u>(56,516)</u>	<u>(277,651)</u>	<u>(334,167)</u>
Total expenditure		<u>(56,516)</u>	<u>(277,651)</u>	<u>(334,167)</u>
Net income/(expenditure)		<u>30,616</u>	<u>(12,424)</u>	<u>18,192</u>
Net movement in funds		30,616	(12,424)	18,192
Reconciliation of funds				
Total funds brought forward		<u>469,465</u>	<u>26,226</u>	<u>495,691</u>
Total funds carried forward	18	<u><u>500,081</u></u>	<u><u>13,802</u></u>	<u><u>513,883</u></u>

During the year, the Charity utilised brought forward specific designated funds to cover budgeted expenditure incurred as part of the continued delivery of Charitable objectives.

The notes on pages 15 to 29 form an integral part of these financial statements.

Torbay Citizens Advice Bureaux

Statement of Financial Activities for the Year Ended 31 March 2021 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2021 £
Income and Endowments from:				
Donations and legacies	3	94,967	-	94,967
Charitable activities	4	-	215,996	215,996
Investment income	5	103	-	103
Total income		<u>95,070</u>	<u>215,996</u>	<u>311,066</u>
Expenditure on:				
Charitable activities	6	<u>(67,520)</u>	<u>(232,562)</u>	<u>(300,082)</u>
Total expenditure		<u>(67,520)</u>	<u>(232,562)</u>	<u>(300,082)</u>
Net income/(expenditure)		<u>27,550</u>	<u>(16,566)</u>	<u>10,984</u>
Net movement in funds		27,550	(16,566)	10,984
Reconciliation of funds				
Total funds brought forward		<u>441,915</u>	<u>42,792</u>	<u>484,707</u>
Total funds carried forward	18	<u><u>469,465</u></u>	<u><u>26,226</u></u>	<u><u>495,691</u></u>

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2021 is shown in note 18.

The notes on pages 15 to 29 form an integral part of these financial statements.

Torbay Citizens Advice Bureaux

(Registration number: 2785039)
Balance Sheet as at 31 March 2022

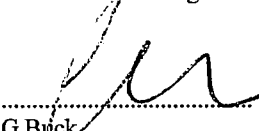
	Note	2022 £	2021 £
Fixed assets			
Tangible assets	12	1,742	2,050
Current assets			
Debtors	13	7,961	16,655
Investments	14	85,000	85,000
Cash at bank and in hand	15	478,454	452,439
		571,415	554,094
Creditors: Amounts falling due within one year	16	(59,274)	(60,453)
Net current assets		512,141	493,641
Net assets		513,883	495,691
Funds of the charity:			
Restricted income funds			
Restricted funds	18	13,802	26,226
Unrestricted income funds			
Unrestricted funds		500,081	469,465
Total funds	18	513,883	495,691

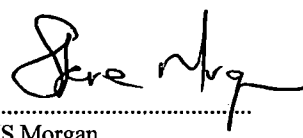
For the financial year ending 31 March 2022 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The financial statements on pages 12 to 29 were approved by the trustees, and authorised for issue on ~~03/09/22~~ and signed on their behalf by:


G Buck
Trustee


S Morgan
Trustee

The notes on pages 15 to 29 form an integral part of these financial statements.

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2022

1 Charity status

The charity is limited by guarantee, incorporated in England & Wales, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office is:

29 Palace Avenue
Paignton
Devon
TQ3 3EQ

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

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

Statement of compliance

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Basis of preparation

Torbay Citizens Advice Bureaux meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Income and endowments

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2022

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its 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.

Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Governance costs

These include the cost attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustee's meetings and reimbursed expenses.

Government grants

Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

Taxation

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

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2022

Tangible fixed assets

Individual fixed assets costing £1000.00 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Fixtures and fittings	15% reducing balance, 33.33% straight line

Current asset investments

Current asset investments are included at the lower of cost and net realisable value / market value.

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure

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

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2022

Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

3 Income from donations and legacies

	Unrestricted funds General £	Total 2022 £	Total 2021 £
Donations and legacies;			
Donations from individuals	160	160	878
Grants, including capital grants;			
Government grants	69,000	69,000	85,011
Grants from other charities	17,381	17,381	9,078
	<u>86,541</u>	<u>86,541</u>	<u>94,967</u>

Of the total income from donations and legacies in the prior year, the entire amount was unrestricted.

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2022

4 Income from charitable activities

	Restricted funds £	Total 2022 £	Total 2021 £
Adult Social Care Precept	58,000	58,000	-
Big Energy Saving Network	1,313	1,313	-
Crafty Fox	-	-	1,875
Citizens Advice (BEIS)	-	-	3,358
Empower	15,456	15,456	-
Energy Advice Programme/EBDx	6,000	6,000	8,280
FAIR	47,476	47,476	61,274
Heat Well for Less	574	574	8,324
Help to Claim service	55,087	55,087	64,686
National Lottery Community Fund	-	-	56,342
The Lodge	8,034	8,034	716
Torbay Council - ASC	15,389	15,389	3,141
Torbay Council - Debt management	37,898	37,898	-
Torbay Council - Housing Advocate	12,000	12,000	-
YES Brixham	8,000	8,000	8,000
	<u>265,227</u>	<u>265,227</u>	<u>215,996</u>

Of the total income from charitable activities in the prior year, the entire amount was restricted.

5 Investment income

	Unrestricted General £	Total 2022 £	Total 2021 £
Bank interest receivable	<u>591</u>	<u>591</u>	<u>103</u>

Of the total investment income in the prior year, the entire amount was unrestricted.

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2022

6 Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total 2022 £
Charitable activities	44,351	252,484	296,835
Support costs	12,165	25,167	37,332
	56,516	277,651	334,167

	Unrestricted Funds £	Restricted Funds £	Total 2021 £
Charitable activities	58,205	204,626	262,831
Support costs	9,315	27,936	37,251
	67,520	232,562	300,082

	Unrestricted funds Designated £	General £	Restricted Funds £	Total 2022 £
Adult Social Care Precept	-	-	58,000	58,000
Big Energy Saving Network	-	-	1,312	1,312
Core service fund	-	53,068	-	53,068
Empower	-	-	15,456	15,456
Energy Advice Programme/EBDx	-	-	6,000	6,000
FAIR	-	-	69,331	69,331
Heat Well for Less	-	-	574	574
Help to Claim service	-	-	46,157	46,157
IT Systems fund	1,282	-	-	1,282
Premises fund	2,166	-	-	2,166
The Lodge	-	-	8,034	8,034
Torbay Council - ASC	-	-	15,389	15,389
Torbay Council - Debt management	-	-	37,898	37,898
Torbay Council - Housing	-	-	-	-
Advocate	-	-	12,000	12,000
YES Brixham	-	-	7,500	7,500
	3,448	53,068	277,651	334,167

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2022

	Unrestricted funds		Restricted Funds	Total 2021
	Designated £	General £	£	£
Core service fund	-	64,546	-	64,546
Crafty Fox	-	-	2,652	2,652
Citizens Advice (BEIS)	-	-	3,358	3,358
Energy Advice Programme/EBDx	-	-	8,280	8,280
FAIR	-	-	80,836	80,836
Heat Well for Less	-	-	8,645	8,645
Help to Claim service	-	-	60,384	60,384
IT Systems fund	2,974	-	-	2,974
National Lottery Community Fund	-	-	56,342	56,342
The Lodge	-	-	716	716
Torbay Council ASC	-	-	3,141	3,141
YES Brixham	-	-	8,208	8,208
	<u>2,974</u>	<u>64,546</u>	<u>232,562</u>	<u>300,082</u>

7 Net incoming/outgoing resources

Net incoming resources for the year include:

	2022 £	2021 £
Depreciation of fixed assets	<u>308</u>	<u>362</u>

8 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

9 Staff costs

The aggregate payroll costs were as follows:

	2022 £	2021 £
Staff costs during the year were:		
Wages and salaries	214,800	161,514
Social security costs	9,492	3,141
Pension costs	<u>5,355</u>	<u>7,154</u>
	<u>229,647</u>	<u>171,809</u>

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2022

The monthly average number of persons (including senior management / leadership team) employed by the charity during the year expressed as full time equivalents was as follows:

	2022 No	2021 No
Charitable activities	<u>17</u>	<u>12</u>

7 (2021 - 5) of the above employees participated in the Defined Contribution Pension Schemes.

No employee received emoluments of more than £60,000 during the year.

10 Independent examiner's remuneration

	2022 £	2021 £
Examination of the financial statements	<u>2,880</u>	<u>2,880</u>

11 Taxation

The charity is a registered charity and is therefore exempt from taxation.

12 Tangible fixed assets

	Furniture and equipment £	Total £
Cost		
At 1 April 2021	<u>113,075</u>	<u>113,075</u>
At 31 March 2022	<u>113,075</u>	<u>113,075</u>
Depreciation		
At 1 April 2021	111,025	111,025
Charge for the year	<u>308</u>	<u>308</u>
At 31 March 2022	<u>111,333</u>	<u>111,333</u>
Net book value		
At 31 March 2022	<u>1,742</u>	<u>1,742</u>
At 31 March 2021	<u>2,050</u>	<u>2,050</u>

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2022

13 Debtors

	2022 £	2021 £
Trade debtors	5,913	15,510
Prepayments and accrued income	2,048	454
Other debtors	-	691
	<u>7,961</u>	<u>16,655</u>

14 Current asset investments

	2022 £	2021 £
Fixed term bonds	<u>85,000</u>	<u>85,000</u>

15 Cash and cash equivalents

	2022 £	2021 £
Cash on hand	25	40
Cash at bank	<u>478,429</u>	<u>452,399</u>
	<u>478,454</u>	<u>452,439</u>

16 Creditors: amounts falling due within one year

	2022 £	2021 £
Trade creditors	8,685	15,340
Other taxation and social security	3,417	2,544
Other creditors	16,387	587
Accruals	2,640	4,947
Deferred income	<u>28,145</u>	<u>37,035</u>
	<u>59,274</u>	<u>60,453</u>

	2022 £	2021 £
Deferred income at 1 April 2021	37,035	8,417
Resources deferred in the period	28,145	37,035
Amounts released from previous periods	<u>(37,035)</u>	<u>(8,417)</u>
Deferred income at year end	<u>28,145</u>	<u>37,035</u>

At the balance sheet date the Charity was holding funds received in advance in relation to grant income.

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2022

17 Pension and other schemes

Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £5,354 (2021 - £7,154).

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2022

18 Funds

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2022 £
Unrestricted funds					
<i>General</i>					
Unrestricted funds	152,939	87,132	(53,068)	(86,269)	100,734
<i>Designated</i>					
Building fund	250,000	-	(2,166)	2,166	250,000
Covid Recovery	57,000	-	-	21,000	78,000
Fuel Voucher Admin	-	-	-	4,000	4,000
IT Systems fund	9,526	-	(1,282)	4,756	13,000
Project Closure Impact Fund	-	-	-	12,500	12,500
Redundancy fund	-	-	-	33,397	33,397
Sickness cover	-	-	-	8,450	8,450
	<u>316,526</u>	<u>-</u>	<u>(3,448)</u>	<u>86,269</u>	<u>399,347</u>
Total unrestricted funds	<u>469,465</u>	<u>87,132</u>	<u>(56,516)</u>	<u>-</u>	<u>500,081</u>
Restricted funds					
Adult Social Care Precept	-	58,000	(58,000)	-	-
Big Energy Saving Network Fund	-	1,312	(1,312)	-	-
Empower	-	15,456	(15,456)	-	-
Energy Advice Programme/EBDx	-	6,000	(6,000)	-	-
FAIR	21,855	47,476	(69,331)	-	-
Heat Well for Less	-	574	(574)	-	-
Help to Claim service	4,371	55,088	(46,157)	-	13,302
The Lodge	-	8,034	(8,034)	-	-
Torbay Council - ASC	-	15,389	(15,389)	-	-
Torbay Council - Debt management	-	37,898	(37,898)	-	-
Torbay Council - Housing Advocate	-	12,000	(12,000)	-	-
YES Brixham	-	8,000	(7,500)	-	500
	<u>26,226</u>	<u>265,227</u>	<u>(277,651)</u>	<u>-</u>	<u>13,802</u>
Total restricted funds	<u>26,226</u>	<u>265,227</u>	<u>(277,651)</u>	<u>-</u>	<u>13,802</u>
Total funds	<u>495,691</u>	<u>352,359</u>	<u>(334,167)</u>	<u>-</u>	<u>513,883</u>

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2022

	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2021 £
Unrestricted funds					
<i>General</i>					
Unrestricted funds	184,415	95,070	(64,546)	(62,000)	152,939
<i>Designated</i>					
Building fund	250,000	-	-	-	250,000
Covid Recovery	-	-	-	57,000	57,000
IT Systems fund	7,500	-	(2,974)	5,000	9,526
	<u>257,500</u>	<u>-</u>	<u>(2,974)</u>	<u>62,000</u>	<u>316,526</u>
Total unrestricted funds	<u>441,915</u>	<u>95,070</u>	<u>(67,520)</u>	<u>-</u>	<u>469,465</u>
Restricted					
Crafty Fox	777	1,875	(2,652)	-	-
Citizens Advice (BEIS)	-	3,358	(3,358)	-	-
Energy Advice Programme/EBDx	-	8,280	(8,280)	-	-
FAIR	41,417	61,274	(80,836)	-	21,855
Heat Well for Less	321	8,324	(8,645)	-	-
Help to Claim service	69	64,686	(60,384)	-	4,371
National Lottery Community Fund	-	56,342	(56,342)	-	-
The Lodge	-	716	(716)	-	-
Torbay Council - ASC	-	3,141	(3,141)	-	-
YES Brixham	208	8,000	(8,208)	-	-
	<u>42,792</u>	<u>215,996</u>	<u>(232,562)</u>	<u>-</u>	<u>26,226</u>
Total restricted funds	<u>42,792</u>	<u>215,996</u>	<u>(232,562)</u>	<u>-</u>	<u>26,226</u>
Total funds	<u>484,707</u>	<u>311,066</u>	<u>(300,082)</u>	<u>-</u>	<u>495,691</u>

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2022

Designated Funds

Building Fund - The building fund has been set aside in order to fund the need to move to new, fully accessible premises as part of the development plan.

Covid Recovery - a fund to be used for additional advice capacity and staffing as we move into the recovery phase of our pandemic response.

Fuel Voucher Admin - To cover the administration costs of issuing fuel vouchers under the Household Support Fund.

IT System Fund - The IT system fund has been set aside to ensure that IT systems are maintained at a sufficient level to ensure the continued delivery of a quality advice service.

Project closure impact fund - Fund to mitigate the impact of project closure and contingency planning.

Redundancy Fund - for the purpose of transparency and good governance, the trustees have created a fund to cover potential liabilities of the charity as at 1 April 2022.

Sickness cover fund - a fund to cover the one-off costs of staff sickness cover.

TORBAY CITIZENS ADVICE BUREAUX

England & Wales - Charity number 1017649

Accounts

Company registration number: 2785039

Charity registration number: 1017649

Torbay Citizens Advice Bureaux

(A company limited by share capital)

Annual Report and Financial Statements

for the Year Ended 31 March 2021

Thompson Jenner LLP
1 Colleton Crescent
Exeter
Devon
EX2 4DG

Torbay Citizens Advice Bureaux

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Torbay Citizens Advice Bureaux

Reference and Administrative Details

Trustees	M Bird
	G Buck
	S Colegate
	B Foster, Chair of Trustees
	J Foster, Treasurer
	J Lowes
	S Morgan
	R Summers, Vice-Chair
Secretary	S Barriball
Principal Office	29 Palace Avenue
	Paignton
	Devon
	TQ3 3EQ
	The charity is incorporated in England & Wales.
Company Registration Number	2785039
Charity Registration Number	1017649
Independent Examiner	Thompson Jenner LLP
	1 Colleton Crescent
	Exeter
	Devon
	EX2 4DG

Torbay Citizens Advice Bureaux

Chair's Report for the Year Ended 31 March 2021

As we enter the 2021/22 financial year, we also enter what is hopefully the gradual end of the Covid-19 pandemic.

The year behind us was largely defined by our pandemic response, and we have a lot to be proud of. Rather than letting Covid-19 knock us off course, we responded in a way that actually accelerated our progress in several key areas. Throughout such rapid change, our long term goal has stayed the same: to help more people in Torbay by delivering seamless, multichannel services that keep pace with changing client preferences. Our partnership with Citizens Advice colleagues in Exeter, which provides a joint leadership approach across both charities, has demonstrated the positive impact for both charities during our pandemic response.

Our most recent brand research shows that the phone has now overtaken face-to-face as the main way in which people envisage contacting us in future, and the demand for chat, email and online advice continues to grow. In 2020/21, in large part because of the pandemic, we made that shift. In 2020, nationally we saw an increase of 6 million users of our online advice.

As lockdown measures begin to ease, a key challenge and priority is to maintain and build on that progress. So we want to prioritise continuing to build capacity on phones and re-introduce our face-to-face services thoughtfully, reserving them for those who need them most.

This year we have been able to help 5,956 clients through a mix of on-line services, self-help facilities, telephone access, and telephone appointment interviews, and dealt with 16,109 individual problems. In addition, we have achieved financial gains for clients totaling some £0.71m. Our impact research shows people are equally satisfied with our services across phones, chat and face to face, and that even during the pandemic over 80% of people found our services accessible. In the year ahead, we must deepen our understanding and adapt our service for those we don't reach.

Even if the year ahead does see an end to the pandemic, the effects of Covid-19 will be felt by society for some time. I thank the volunteers and staff of the Charity for their on-going effort and commitment during the challenges of the last year. I would also like to thank my fellow Trustees who provide first class governance to the Charity which was again highlighted in our recent leadership assessment by Citizens Advice of which we are a member, together with continuing excellent quality of advice assessment outcomes. We know the importance of staff and volunteer wellbeing and want to make sure our priorities for the year ahead are ambitious but achievable. We'll continue to embed our wellbeing offer and, when it is safe to do so, introduce new ways of working for our staff and volunteers based on a blend of office and remote working. I am delighted that, despite the challenges of the last year, we have achieved outstanding results in our people and client surveys.

Our advocacy work remains more important than ever for the people who come to us for help. We helped secure some important wins, influencing the design of the Job Retention Scheme, securing a pause on private rental sector evictions, and a temporary £20 uplift on Universal Credit. In the year ahead we will continue to be at the forefront of understanding how the people of Torbay are affected by economic and societal shifts, and we will continue to speak up for them.

Beverly Foster

Chair of Trustees

Torbay Citizens Advice Bureaux

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements of the charitable company for the year ended 31 March 2021.

Trustees

M Bettesworth (resigned 2 February 2021)

M Bird (appointed 25 March 2021)

G Buck

S Colegate

B Foster, Chair of Trustees

J Foster, Treasurer

J Lowes

S Morgan (appointed 14 June 2021)

R Summers, Vice-Chair

H Wilk (resigned 15 May 2021)

The charity was incorporated on 29 January 1993 and is a company limited by guarantee, having no share capital.

Method of appointment of Trustees

The maximum number of Trustees shall be fifteen and the minimum be three, being either;

- Elected at the annual general meeting, and who shall hold office from the conclusion of that meeting; or
- Co-opted by the Trustee Board, provided that on appointment the total number of co-opted Trustees does not exceed one third of the total number of Trustees.

Objectives

The charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Torbay and surrounding areas.

Purposes and aims

The charity is a member of Citizens Advice and aims:

- to provide the advice people need for the problems they face
- to improve the policies and practices that affect people's lives

The charity provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination. Our aims fully reflect the purposes that the charity was set up to further.

We have referred to the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

Torbay Citizens Advice Bureaux

Trustees' Report

How our activities deliver public benefit

The trustee board is convinced that the work that the charity does, and the services it provides, are crucial elements in ensuring that those most in need are supported in accessing their rights. Without the charity, many clients would have nowhere to go and no-one to help them with their problems. In line with other resort economies, Torbay has suffered more than many areas of the country, being the 48th most deprived local authority in England.

All our charitable activities focus on the provision of free advice to the general public on a range of issues; including welfare benefits and tax credits, debt and money, housing and employment, family issues and consumer advice. Our activities are undertaken to further our charitable purposes for the public benefit. Largely, those benefiting from our services are those most in need, particularly those in financial hardship.

Client satisfaction

We carefully monitor our clients' satisfaction with our service. Of those replying to our latest survey; 79.4% were satisfied with the extent to which their problem was resolved; 87.9% were satisfied with the extent that we helped them find a way forward; and 91.6% said that they would recommend us to someone else. Moreover, 60.0% of clients told us that they were less stressed, depressed or anxious as a result of our services, more than 6 in 10 clients with an existing health condition said that we had helped to improve their mental health, and 6 in 10 found it easier to manage day-to-day.

Strategy

Coronavirus

We will work with our clients, local partners and national Citizens Advice to ensure that our services meet the challenges and uncertainties and that our evidence is used to develop Government policy to support those affected by Coronavirus.

As part of our recovery planning, we will work with local partners to support with the predicted increase in the demand for our services and the increased complexity of the issues that clients present. We recognise that for many people, once the health emergency has diminished, the financial and employment related issues will last for many months afterwards.

This cross-cutting theme is embedded across the following strategic objectives:

1. **Advice:** We will improve the experience people have when they come to us for help, so everyone leaves with the knowledge and confidence they need to find a way forward.
2. **Advocacy:** We will be a stronger voice on the issues that matter most to the people who come to us for help
3. **Technology:** We will use technology to improve the experience for the people who come to us for help, while freeing up resources that will allow us to meet more demand.
4. **Sustainability:** We will secure our future as a service through a more collaborative and proactive approach to fundraising
5. **Culture:** We will be a collaborative, innovative and high-performing service that promotes equality, diversity and inclusion, and challenges discrimination.

The supporting business plan, developed as part of a whole organisation Vision Day held in February 2020, will be used to guide the charity's development over the coming years.

Governance

The charity is managed by its Trustee Board. The members are charity trustees who have a legal responsibility for the general control and management of the charity, including financial management and control. All trustees give their time voluntarily and receive no benefits from the charity.

Torbay Citizens Advice Bureaux

Trustees' Report

The Trustee Board is responsible for ensuring that the charity complies with the Citizens Advice Membership Scheme, charity legislation, and relevant company law.

New trustees are assigned a mentor, and are provided with an induction pack, an initial induction programme, and on-going training and support as required. This includes the opportunity to observe the work of the charity and briefings at Board meetings on areas of the charity's work. Furthermore, Citizens Advice provides a programme of trustee training for new and existing trustees.

Management

Under a partnership with Citizens Advice Exeter we share a leadership team. Therefore, the day to day running of the charity during the year was delegated to the leadership team, consisting:

Steve Barriball – Chief Executive (shared with Exeter)

Lyndsay Jarman – Assistant Chief Executive (shared with Exeter)

Jackie Ekers – Advice Services Manager

Administration

Administration within the charity is supported by a dedicated team of administrative volunteers who undertake tasks such as opening post, filing, data input and photocopying. We pay tribute to our administrative volunteers for their continued support and dedication to our work during these challenging times.

Who used and benefited from our services?

Due to the pandemic, the charity ceased face-to-face services on the 16th March 2020. However, the charity has continued to offer telephone and digital advice and information services. During the last year, we continued to work with national Citizens Advice to deliver the freephone Adviceline service.

Without the contribution of volunteers, our generalist advice and information service would not run. During the year, they have given in the region of 14,088 hours of time through regular volunteering, or equivalent to 7.3 full-time equivalent staff members, or some £252,041 in value. The Board wish to thank the many volunteers who ensured the continued operation of the charity by donating their time and experience during these challenging times.

Client Profile

Of the clients who used the services of the charity during the year, 82% were under 65 years of age, 60% were female, 6% were from Black Asian and minority ethnic communities, and 54% were disabled or living with a long-term health condition.

Advice Needs

During the year, the charity assisted 2457 clients directly with their advice needs, involving 8948 individual issues. During the year, the charity has assisted a further 3,489 clients with 7,161 problems through our web based digital resources.

Torbay Citizens Advice Bureaux

Trustees' Report

The demand on our advice services, by issue, was as follows:

	2021	2020	2019	2018	2017	2016
Benefits	3883	5450	3459	3997	3998	4689
Debt	827	1720	2327	4951	5679	7350
Housing	816	1073	936	1071	1027	1233
Employment	732	772	719	869	926	1113
Relationships	409	645	598	621	751	888
Consumer	294	383	332	510	382	367
Legal	281	374	372	350	438	496
Financial services	179	190	186	373	282	303
Immigration	69	122	113	93	94	130
Other	1458	1186	1048	1216	823	1021
Total	8948	11915	10090	14051	14400	17590

As can be seen from the figures above, the charity continues to put the majority of its resources towards welfare benefits and debt issues, with these catering for more than half of our current client issues. Given the uncertain economic climate for many of our clients as we emerge from the pandemic, we expect to see continuing high levels of money and debt enquiries as household finances remain challenging for our clients, including those who have been furloughed on reduced incomes.

We already identify clients who can use other national free debt providers as the volume of enquiries is not manageable within our resources. However, that does mean that the charity tends to retain the most vulnerable clients or those with high support needs. Last year, we identified additional income gains for our clients exceeding £700,000.

We pay tribute to our volunteers for their continued support and expertise during the challenges of the last year.

Research, campaigns and prevention

Our work is not just about advice and information services. We work hard to campaign for changes in policies and practices that affect large sections of the population, based on the experiences of our clients.

We also deliver preventative measures, including Bug Energy Saving Winter and Scams Awareness, to ensure that people have skills and confidence. We offer friendly and informal sessions designed to help everyone, no matter what their level of money knowledge or capability. Our trained staff and volunteers are able to cut through the jargon and pass on valuable tips which can really make a difference to people's lives.

We pay tribute to our research and campaigns volunteers for their continued support and expertise during the challenges of the last year.

Torbay Citizens Advice Bureaux

Trustees' Report

Financial review

The Charity has been able to operate within its planned budgets. However, the future financial climate will mean that the Charity will face a more difficult and challenging operating environment going forward. During 2021/22 the Charity has designated some £57,000 of reserves to support additional staffing as part of our Coronavirus recovery planning.

The charity has benefited from grants and funding from Torbay Council, and others, which has enabled the continuation of generalist advice and information services by volunteers, managed and supported by paid staff.

In addition, the charity has again successfully delivered the following projects and services in addition to the generalist advice and information service:

- The delivery of outreach advice sessions at the Crafty Fox Cafe.
- The delivery of outreach advice sessions at YES Brixham.
- A multi-agency Financial Advice, Information and Resilience (FAIR) project to support older people in Torbay under the Ageing Well Torbay programme.
- Delivered support to people at risk of fuel poverty as part of the Energy Advice Programme funded by Citizens Advice.
- Delivered a Heat Well for Less service to people at risk of fuel poverty funded by Citizens Advice South Hams.
- Grant funding from Citizens Advice to deliver the Help-to-Claim service for Universal Credit claimants.
- The delivery of a welfare benefits service, in partnership with The Lodge and MacMillan Cancer Support, for families living with cancer.
- Employed a Voluntary Sector Health and Well-being Network Co-ordinator.
- Grant funding from the National Lottery Community Fund to support our Coronavirus response with Torbay partners.
- Grant funding from the Department for Business, Energy and Industrial Strategy (BEIS) to support with our response to Coronavirus.

Reserves policy

The charity is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The charity maintains a projection of income for at least three years ahead and aims to ensure that this continues to be derived from as wide a variety of sources as possible. The Trustees will take all necessary steps and use their best endeavours to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise, should a significant reduction in income be incurred and given the prevailing economic climate within Torbay, the Trustees have determined that "free" reserves should be maintained equal to at least six months normal operating expenditure. In addition, as part of an agreed development plan, the charity has recognised the need to move to new, fully accessible premises. The process of relocation will result in the charity having to use some of its reserves and has identified a sum of £250,000 within the current reserves for this purpose.

In addition, the charity has designated funds of £9,526 to ensure that our IT systems are maintained at a sufficient level to ensure the continued delivery of a quality advice service.

Torbay Citizens Advice Bureaux

Trustees' Report

Trustees will consider the designation of further reserves where these support the long-term strategy of the charity, including use for fundraising activities or volunteer recruitment and training.

Investment powers

The constitution authorises the trustees to invest or deposit funds in any lawful manner whilst having regard to the suitability of investments and the need for diversification. The charity currently holds £85,000 in a 1 year fixed term bond.

Subsidiary undertakings

The charity has no subsidiary undertakings.

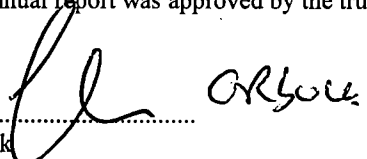
Risk management

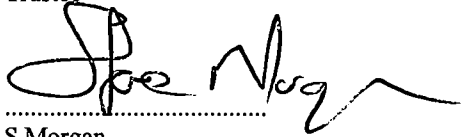
Our Risk Group is responsible for advising the trustee board on the effective management of risk and for making sure that internal controls are in place and operating as designed. As part of our on-going risk assessment process, our risk management strategy and policies are reviewed and agreed by the Risk Group each quarter. We operate a robust system of internal financial controls which is fully compliant with Charity Commission guidance and good practice.

UK General Data Protection Regulations

As part of its responsibilities, the Risk Group continues to ensure that the charity complies with the UK General Data Protection Regulations and that the confidentiality, integrity and availability of all our data assets is maintained to a level which is consistent with the requirements of the UK General Data Protection Regulations.

The annual report was approved by the trustees of the charity on 26 August 2021 and signed on its behalf by:


.....
G Buck
Trustee


.....
S Morgan
Trustee

Torbay Citizens Advice Bureaux

Statement of Trustees' Responsibilities

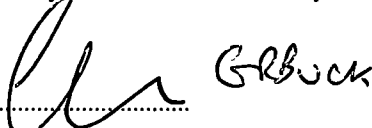
The trustees (who are also the directors of Torbay Citizens Advice Bureaux for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

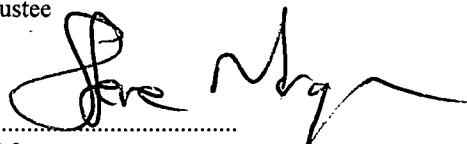
Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

Approved by the trustees of the charity on 26 August 2021 and signed on its behalf by:


.....
G Buck
Trustee


.....
S Morgan
Trustee

Torbay Citizens Advice Bureaux

Independent Examiner's Report to the trustees of Torbay Citizens Advice Bureaux

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2021 which are set out on pages 11 to 26.

Respective responsibilities of trustees and examiner

As the charity's trustees of Torbay Citizens Advice Bureaux (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of Torbay Citizens Advice Bureaux are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since Torbay Citizens Advice Bureaux's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Association of Chartered Certified Accountants, which is one of the listed bodies.

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

1. accounting records were not kept in respect of Torbay Citizens Advice Bureaux as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



.....
Dave Tucker FCCA
The Association of Chartered Certified Accountants

Thompson Jenner LLP
1 Colleton Crescent
Exeter
Devon
EX2 4DG

Date: 27th September 2021

Torbay Citizens Advice Bureaux

Statement of Financial Activities for the Year Ended 31 March 2021 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2021 £
Income and Endowments from:				
Donations and legacies	3	94,967	-	94,967
Charitable activities	4	-	215,996	215,996
Investment income	5	103	-	103
Total income		<u>95,070</u>	<u>215,996</u>	<u>311,066</u>
Expenditure on:				
Charitable activities	6	<u>(67,520)</u>	<u>(232,562)</u>	<u>(300,082)</u>
Total expenditure		<u>(67,520)</u>	<u>(232,562)</u>	<u>(300,082)</u>
Net income/(expenditure)		<u>27,550</u>	<u>(16,566)</u>	<u>10,984</u>
Net movement in funds		27,550	(16,566)	10,984
Reconciliation of funds				
Total funds brought forward		<u>441,915</u>	<u>42,792</u>	<u>484,707</u>
Total funds carried forward	18	<u><u>469,465</u></u>	<u><u>26,226</u></u>	<u><u>495,691</u></u>

During the year, the Charity utilised brought forward specific designated funds to cover budgeted expenditure incurred as part of the continued delivery of Charitable objectives.

Torbay Citizens Advice Bureaux

Statement of Financial Activities for the Year Ended 31 March 2020 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2020 £ (As restated)
Income and Endowments from:				
Donations and legacies	3	78,221	-	78,221
Charitable activities	4	-	182,365	182,365
Investment income	5	670	-	670
Total income		<u>78,891</u>	<u>182,365</u>	<u>261,256</u>
Expenditure on:				
Charitable activities	6	<u>(99,689)</u>	<u>(190,319)</u>	<u>(290,008)</u>
Total expenditure		<u>(99,689)</u>	<u>(190,319)</u>	<u>(290,008)</u>
Net expenditure		<u>(20,798)</u>	<u>(7,954)</u>	<u>(28,752)</u>
Net movement in funds		(20,798)	(7,954)	(28,752)
Reconciliation of funds				
Total funds brought forward		<u>462,713</u>	<u>50,746</u>	<u>513,459</u>
Total funds carried forward	18	<u><u>441,915</u></u>	<u><u>42,792</u></u>	<u><u>484,707</u></u>

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2020 is shown in note 18.

The notes on pages 14 to 26 form an integral part of these financial statements.

Torbay Citizens Advice Bureaux

(Registration number: 2785039)
Balance Sheet as at 31 March 2021

	Note	2021 £	2020 £
Fixed assets			
Tangible assets	12	2,050	2,412
Current assets			
Debtors	13	16,655	13,236
Investments	14	85,000	-
Cash at bank and in hand	15	452,439	493,966
		554,094	507,202
Creditors: Amounts falling due within one year	16	(60,453)	(24,907)
Net current assets		493,641	482,295
Net assets		495,691	484,707
Funds of the charity:			
Restricted income funds			
Restricted funds	18	26,226	42,792
Unrestricted income funds			
Unrestricted funds		469,465	441,915
Total funds	18	495,691	484,707

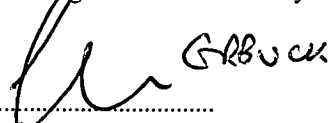
For the financial year ending 31 March 2021 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

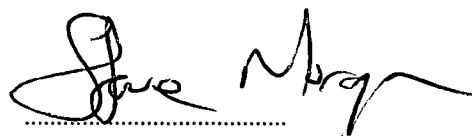
Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

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

The financial statements on pages 11 to 26 were approved by the trustees, and authorised for issue on 26 August 2021 and signed on their behalf by:


.....
G Buck
Trustee


.....
S Morgan
Trustee

The notes on pages 14 to 26 form an integral part of these financial statements.

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2021

1 Charity status

The charity is limited by share capital, incorporated in England & Wales.

The address of its registered office is:

29 Palace Avenue

Paignton

Devon

TQ3 3EQ

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

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

Statement of compliance

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

Basis of preparation

Torbay Citizens Advice Bureaux meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

The trustees have considered the impact of COVID-19 and do not consider it to have a material impact on the balances included within the financial statements.

In addition, the trustees do not consider it to cast any significant doubt upon the charity's ability to continue to trade as a going concern.

The trustees have taken both reactive and proactive measures in order to mitigate any risks associated with COVID-19 including managing cash flow to ensure that debts can be paid when they fall due, managing staffing levels and monitoring key funder and supplier activity.

The trustees have implemented a robust system of procedures and controls in order to deal with any associated risks.

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2021

Changes in accounting policy

A number of income streams and corresponding expenditure have been reclassified as charitable activities in order to more accurately reflect the substance and nature of the funding arrangement. This has not had any overall effect on the surplus/(deficit) made in the prior years.

Income and endowments

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its 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.

Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2021

Governance costs

These include the cost attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustee's meetings and reimbursed expenses.

Government grants

Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

Taxation

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

Tangible fixed assets

Individual fixed assets costing £1000.00 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Fixtures and fittings	15% reducing balance, 33.33% straight line

Current asset investments

Current asset investments are included at the lower of cost and net realisable value / market value.

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2021

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure

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

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post retirement obligations

During the year, the charity took the opportunity to review the operation of its defined contribution pension scheme to ensure it meets the latest Government guidance and requirements. Contributions are charged in the statement of financial activities as they become payable in accordance with the rules of the scheme.

3 Income from donations and legacies

	Unrestricted funds General £	Total 2021 £	Total 2020 £ (As restated)
Donations and legacies;			
Donations from individuals	878	878	1,807
Grants, including capital grants;			
Government grants	85,011	85,011	69,000
Grants from other charities	9,078	9,078	7,414
	<u>94,967</u>	<u>94,967</u>	<u>78,221</u>

The income from donations and legacies in 2020 was £78,222 of which the entire amount was unrestricted

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2021

4 Income from charitable activities

	Restricted funds £	Total 2021 £
Crafty Fox	1,875	1,875
Citizens Advice (BEIS)	3,358	3,358
Energy Advice Programme/EBDx	8,280	8,280
FAIR	61,274	61,274
Heat Well for Less	8,324	8,324
Help to Claim service	64,686	64,686
National Lottery Community Fund	56,342	56,342
The Lodge	716	716
Torbay Council ASC	3,141	3,141
YES Brixham	8,000	8,000
	<u>215,996</u>	<u>215,996</u>

	Restricted funds £	Total 2020 £ (As restated)
Crafty Fox	7,500	7,500
Energy Advice Programme/EBDx	10,253	10,253
FAIR	76,813	76,813
Heat Well for Less	5,582	5,582
Help to Claim service	61,513	61,513
Social Prescribing	17,371	17,371
YES Brixham	3,333	3,333
	<u>182,365</u>	<u>182,365</u>

5 Investment income

	Unrestricted General £	Total 2021 £	Total 2020 £
Bank interest receivable	<u>103</u>	<u>103</u>	<u>670</u>

Investment income in 2020 was £670 of which the entire amount was unrestricted.

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2021

6 Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total 2021 £
Charitable activities	58,205	204,626	262,831
Support costs	9,315	27,936	37,251
	67,520	232,562	300,082
	Unrestricted Funds £	Restricted Funds £	Total 2020 £
Charitable activities	71,206	175,962	247,168
Support costs	28,483	14,357	42,840
	99,689	190,319	290,008

	Unrestricted funds Designated £	General £	Restricted Funds £	Total 2021 £
Core service fund	-	64,546	-	64,546
Crafty Fox	-	-	2,652	2,652
Citizens Advice (BEIS)	-	-	3,358	3,358
Energy Advice Programme/EBDx	-	-	8,280	8,280
FAIR	-	-	80,836	80,836
Heat Well for Less	-	-	8,645	8,645
Help to Claim service	-	-	60,384	60,384
IT Systems fund	2,974	-	-	2,974
National Lottery Community Fund	-	-	56,342	56,342
The Lodge	-	-	716	716
Torbay Council ASC	-	-	3,141	3,141
YES Brixham	-	-	8,208	8,208
	2,974	64,546	232,562	300,082

	Unrestricted funds Designated £	General £	Restricted Funds £	Total 2020 £
Core service fund	-	98,201	-	98,201
Crafty Fox	-	-	7,119	7,119
Energy Advice Programme/EBDx	-	-	10,253	10,253
FAIR	-	-	82,899	82,899
Heat Well for Less	-	-	5,261	5,261
Help to Claim service	-	-	64,291	64,291
IT Systems fund	1,488	-	-	1,488
Social Prescribing	-	-	17,371	17,371
YES Brixham	-	-	3,125	3,125
	1,488	98,201	190,319	290,008

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2021

7 Net incoming/outgoing resources

Net incoming/outgoing resources for the year include:

	2021 £	2020 £
Depreciation of fixed assets	<u>362</u>	<u>425</u>

8 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

9 Staff costs

The aggregate payroll costs were as follows:

	2021 £	2020 £
Staff costs during the year were:		
Wages and salaries	161,514	157,279
Social security costs	3,141	5,224
Pension costs	<u>7,154</u>	<u>4,117</u>
	<u>171,809</u>	<u>166,620</u>

The monthly average number of persons (including senior management team) employed by the charity during the year expressed as full time equivalents was as follows:

	2021 No	2020 No
Charitable activities	<u>12</u>	<u>11</u>

5 (2020 - 6) of the above employees participated in the Defined Contribution Pension Schemes.

No employee received emoluments of more than £60,000 during the year.

10 Independent examiner's remuneration

	Total 2021	Total 2020
Examination of the financial statements	<u>2,880</u>	<u>2,880</u>
	<u>2,880</u>	<u>2,880</u>

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2021

11 Taxation

The charity is a registered charity and is therefore exempt from taxation.

12 Tangible fixed assets

	Furniture and equipment £	Total £
Cost		
At 1 April 2020	113,075	113,075
At 31 March 2021	113,075	113,075
Depreciation		
At 1 April 2020	110,663	110,663
Charge for the year	362	362
At 31 March 2021	111,025	111,025
Net book value		
At 31 March 2021	2,050	2,050
At 31 March 2020	2,412	2,412

13 Debtors

	2021 £	2020 £
Trade debtors	15,510	12,779
Prepayments and accrued income	454	457
Other debtors	691	-
	16,655	13,236

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2021

14 Current asset investments

	2021 £	2020 £
Fixed term bonds	<u>85,000</u>	<u>-</u>

15 Cash and cash equivalents

	2021 £	2020 £
Cash on hand	40	121
Cash at bank	<u>452,399</u>	<u>493,845</u>
	<u>452,439</u>	<u>493,966</u>

16 Creditors: amounts falling due within one year

	2021 £	2020 £
Trade creditors	15,340	9,211
Other taxation and social security	2,544	-
Other creditors	587	-
Accruals	4,947	7,279
Deferred income	<u>37,035</u>	<u>8,417</u>
	<u>60,453</u>	<u>24,907</u>

	2021 £	2020 £
Deferred income at 1 April 2020	8,417	-
Resources deferred in the period	37,035	8,417
Amounts released from previous periods	<u>(8,417)</u>	<u>-</u>
Deferred income at year end	<u>37,035</u>	<u>8,417</u>

At the balance sheet date the Charity was holding funds received in advance in relation to grant income.

17 Pension and other schemes

Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £7,154 (2020 - £4,118).

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2021

18 Funds

	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2021 £
Unrestricted funds					
<i>General</i>					
Unrestricted funds	184,415	95,070	(64,546)	(62,000)	152,939
<i>Designated</i>					
Building fund	250,000	-	-	-	250,000
Covid Recovery	-	-	-	57,000	57,000
IT Systems fund	7,500	-	(2,974)	5,000	9,526
	<u>257,500</u>	<u>-</u>	<u>(2,974)</u>	<u>62,000</u>	<u>316,526</u>
Total unrestricted funds	<u>441,915</u>	<u>95,070</u>	<u>(67,520)</u>	<u>-</u>	<u>469,465</u>
Restricted funds					
Crafty Fox	777	1,875	(2,652)	-	-
Citizens Advice (BEIS)	-	3,358	(3,358)	-	-
Energy Advice Programme/EBDx	-	8,280	(8,280)	-	-
FAIR	41,417	61,274	(80,836)	-	21,855
Heat Well for Less	321	8,324	(8,645)	-	-
Help to Claim service	69	64,686	(60,384)	-	4,371
National Lottery Community Fund	-	56,342	(56,342)	-	-
The Lodge	-	716	(716)	-	-
Torbay Council ASC	-	3,141	(3,141)	-	-
YES Brixham	208	8,000	(8,208)	-	-
	<u>42,792</u>	<u>215,996</u>	<u>(232,562)</u>	<u>-</u>	<u>26,226</u>
Total restricted funds	<u>42,792</u>	<u>215,996</u>	<u>(232,562)</u>	<u>-</u>	<u>26,226</u>
Total funds	<u>484,707</u>	<u>311,066</u>	<u>(300,082)</u>	<u>-</u>	<u>495,691</u>

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2021

	Balance at 1 April 2019 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2020 £
Unrestricted funds					
<i>General</i>					
Unrestricted funds	208,343	78,891	(98,201)	(4,618)	184,415
<i>Designated</i>					
Building fund	250,000	-	-	-	250,000
IT Systems fund	4,370	-	(1,488)	4,618	7,500
	<u>254,370</u>	<u>-</u>	<u>(1,488)</u>	<u>4,618</u>	<u>257,500</u>
Total unrestricted funds	<u>462,713</u>	<u>78,891</u>	<u>(99,689)</u>	<u>-</u>	<u>441,915</u>
Restricted					
Crafty Fox	396	7,500	(7,119)	-	777
Energy Advice Programme/EBDx	-	10,253	(10,253)	-	-
FAIR	47,503	76,813	(82,899)	-	41,417
Heat Well for Less	-	5,582	(5,261)	-	321
Help to Claim service	2,847	61,513	(64,291)	-	69
Social Prescribing	-	17,371	(17,371)	-	-
YES Brixham	-	3,333	(3,125)	-	208
	<u>50,746</u>	<u>182,365</u>	<u>(190,319)</u>	<u>-</u>	<u>42,792</u>
Total restricted funds	<u>50,746</u>	<u>182,365</u>	<u>(190,319)</u>	<u>-</u>	<u>42,792</u>
Total funds	<u>513,459</u>	<u>261,256</u>	<u>(290,008)</u>	<u>-</u>	<u>484,707</u>

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2021

Designated Funds

Building Fund - The building fund has been set aside in order to fund the need to move to new, fully accessible premises as part of the development plan.

Covid Recovery - a fund to be used for additional advice capacity and staffing as we move into the recovery phase of our pandemic response.

IT System Fund - The IT system fund has been set aside to ensure that IT systems are maintained at a sufficient level to ensure the continued delivery of a quality advice service.

Restricted Funds

Citizens Advice (BEIS) - grant funding from the Department for Business, Energy and Industrial Strategy (BEIS) to support with our response to Coronavirus

Crafty Fox outreach service - grant funding for the delivery of outreach advice sessions at the Crafty Fox Cafe.

Energy Advice Programme - grant funding from Citizens Advice to provide advice services to clients at risk of fuel poverty.

Financial Advice, Information & Resilience (FAIR) project - A multi-agency project to support older people in Torbay under the Ageing Well Torbay programme.

Heat Well for Less - Grant funding from Citizens Advice South Hams for the delivery of a Heat Well for Less service for people at risk of fuel poverty

Help-to-Claim service - grant funding from Citizens Advice to cover the set up costs of a new service to support Universal Credit claimants.

National Lottery Community Fund - a grant to support our Coronavirus response with Torbay partners

The Lodge - The delivery of a welfare benefits service, in partnership with The Lodge and MacMillan Cancer Support, for families living with cancer.

Torbay Council ASC - funding from the Adult Social Care (ASC) precept to employ a Voluntary Sector Health and Well-being Network Co-ordinator

YES Brixham - Grant funding from YES Brixham for the delivery of outreach advice sessions.

Torbay Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2021

19 Analysis of net assets between funds

	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2021 £
Tangible fixed assets	2,050	-	2,050
Current assets	490,833	63,261	554,094
Current liabilities	(23,418)	(37,035)	(60,453)
Total net assets	<u>469,465</u>	<u>26,226</u>	<u>495,691</u>
	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2020 £
Tangible fixed assets	2,412	-	2,412
Current assets	455,993	51,209	507,202
Current liabilities	(16,490)	(8,417)	(24,907)
Total net assets	<u>441,915</u>	<u>42,792</u>	<u>484,707</u>

20 Related party transactions

During the year the charity made the following related party transactions:

Exeter Citizens Advice Bureau

Key management services are provided by Exeter Citizens Advice Bureau.

The value of key management services provided during the year total £27,561. (2020: £25,448)

The value of office costs reimbursed during the year total £1,394. (2020: £1,085)

The value of travel and subsistence expenses reimbursed during the year total £nil (2020: £1,574)

The value of other recharges incurred during the year total £298. (2020: £210)

The value of expenditure recharged to Exeter Citizens Advice Bureau during the year was £nil (2020: £744)

At the balance sheet date the amount due to/from to Exeter Citizens Advice Bureau was £Nil (2020 - £175).