



**citizens
advice**

South Hams

Annual report 2021/22

We are Citizens Advice South Hams

We can all face problems that seem complicated or intimidating. At Citizens Advice South Hams, we believe no one should have to face these problems without good quality independent advice.

As a member of the national Citizens Advice service, we offer advice on the phone, face-to-face, via web chat, and by email.

Our goal is to help people to find a way forward, whoever they are and whatever the problem. We also use our clients' experiences, stories and evidence to research and campaign for positive change locally and nationally.

Most of our 75-strong team are trained volunteers. We are supported by local councils, a variety of specialist funders, and the public. We serve a population of 89,000 across the South Hams and handle thousands of enquiries each year.

Our goal is to help people find a way forward, whoever they are and whatever the problem.



citizens
advice

Contents



5
A welcome from the Chair



7
Chief Officer's report



9
Who we helped in 2021/22



16
Our projects

24
Our research and campaigns work

25
Treasurer's report

27
Accounts

33
Contact information

34
Volunteering information

A welcome from the Chair

I am pleased to welcome you to the Citizens Advice South Hams 2021-22 Annual Report.

I write this at a turning point in our national leadership against a backdrop of economic uncertainty and a rise in the cost of living following two years of pandemic. The constant in this upheaval is an increasing need for our advice services. I am proud more than ever that we continue to deliver free, independent, confidential, and quality assured advice to our residents.

The advent of a support and advice service to Ukrainian families living the South Hams is evidence of the way that we are reacting to our ever-changing society and reaching a new group of people. Our Empower project is now an established cornerstone of our work that is particularly significant when the demand for advice on energy issues is headline news.

In recent years the highest number of enquiries have been in welfare benefits and debt, however, the greatest increase in advice was in the areas of housing, energy, and legal issues.

We need to grow the number of volunteers and our broader capacity to meet the increase in demand for our services. This is our top priority for the next few months.

Over the past year we have seen close collaboration with our neighbouring CA to deliver a more locally focused service. Our telephone advice service is now provided locally and serves more South Hams and Teignbridge residents than previously, and we hope this will encourage more volunteers from our community. We have also updated our web-based advice which is the preferred way of contacting us for many of our clients.

We continue to engage with our local MP to be a strong local voice on issues such as



housing. Our campaign to raise awareness and prevent scams has been particularly effective at reaching the most vulnerable.

In 2021/22, the charity helped more than 4,700 clients with 12,270 issues. For these clients the charity recorded over £1.4m of financial gains. We also delivered over £50,000 worth of fuel vouchers to South Hams clients in fuel poverty through the Household Support Fund.

We are hugely thankful for the grants we receive from Devon County Council, South Hams District Council, many of our local town and parish councils. This funding enables us to deliver an important proportion of our primary advice services.

Following a visit by an external Citizens Advice assessor earlier this year, we were awarded the highest leadership assessment. This is clear testimony of the hard work and professional standards of the management team. In addition, we were awarded "Green" by National Citizens Advice for our quality of advice. Such

external kitemarks provide confidence to clients, volunteers, and donors that our organisation is in excellent management hands. I would especially like to thank Janie Moor, our Chief Officer, whose continual professionalism, dedication, and passion drives us all along.

We have a full board of trustees with diverse skills and business backgrounds. I thank each of them and all our fantastic group of volunteers for their time and personal contribution supporting the Chief Officer in delivering our business plan during a challenging year.

Chris Peach, Chair

In 2021/22 the
charity helped
more than 4,700
clients with
12,270 issues.

Chief Officer's report

Our volunteer and paid staff team worked relentlessly throughout the Covid pandemic providing essential support to those experiencing hardship, debt, anxiety, and money worries. We adapted incredibly well to home and hybrid working which enabled us to offer an uninterrupted service throughout this time.

As the Spring of 2022 approached, our team had to adapt again – this time in response to surging living costs. The cost-of-living crisis was in its infancy but rising inflation and soaring fuel prices were unprecedented in recent times. The impact of rising costs on the challenges we have lived with for so long in the South Hams – those of low wages, short-term and insecure employment, a housing shortage, unaffordable rents, and a preponderance of poorly insulated homes means that demand for help began to skyrocket. In response our volunteers and staff have rolled up their sleeves again and set about helping people access food

banks, charitable support, welfare support and supporting their housing needs. We have seen client numbers rise, the complexity of the cases increase coupled with a surge in mental health and safeguarding concerns.

It is particularly at challenging times like these that the unswerving commitment of our frontline workers and support team inspires me the most. I'd like to personally thank every member of the team for their hard work, dedication, and contribution to ensuring our advice service is here for everyone, a trusted and reliable information source at times of need. Set at the heart of our community we are a local charity, dedicated to providing trusted information and advice to local people.

Janie Moor, Chief Officer





Who we helped in 2021-22

Who we helped in 2021-22

Our service is open to anyone.

During 2021-2022 we helped 4,704 people with 12,270 issues.

54%

disabled or long-term health condition

25%

with a mental health condition

24%

were of pensionable age

Top 5 issues people wanted advice on were:

Benefits & tax credits

2,854

Universal Credit

1,900

Utilities & comms

1,631

Debt

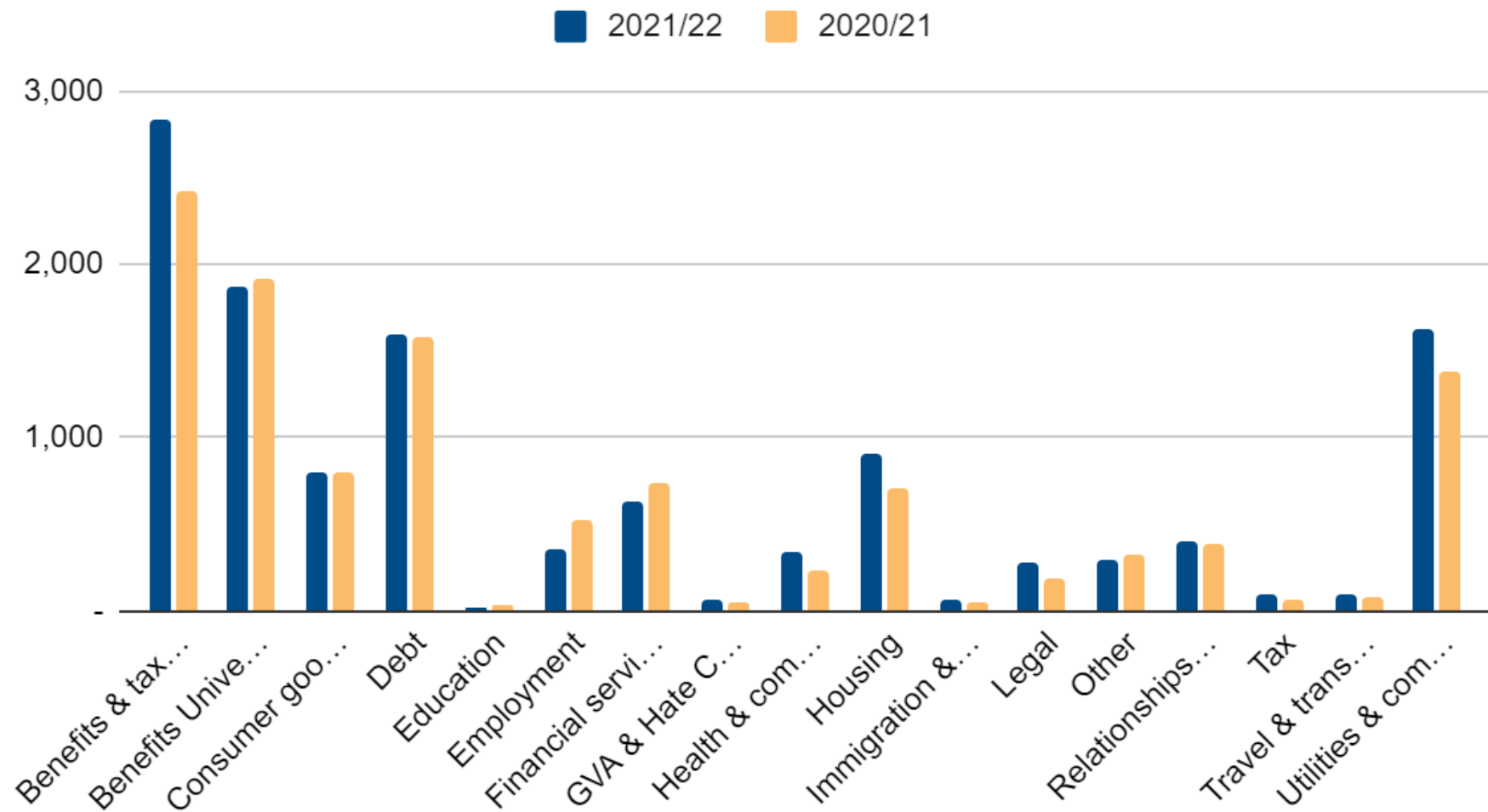
1,595

Housing

905

Advice trends

We have seen an increase in certain advice areas in the past year, mainly benefits & tax credits, health & community care, housing and utilities & communications.



The help I received from
Citizens Advice has made a
huge difference to my life.

- Katie

How our advice helped *Katie

Katie, a mum of two young children living in a housing association property, found herself struggling with water debt and juggling her cash flow with credit cards.

She was finding life more difficult since the additional £20/week extra Universal Credit allowed during the pandemic had been removed. With no savings, she was suffering with anxiety and was often skipping meals herself to ensure her children had enough to eat.

Katie attended one of our drop-in advice events to help people with cost-of-living issues: she was now struggling to top up her prepayment electricity meter. Katie had a detailed energy assessment the next day, and our energy advice team identified several behavioural changes that will save her £100s a year. She was also referred to a local housing association damp/mould trial due to issues in the rental property.

Katie received support from our debt team who helped her to apply for a social water tariff Watersure and referred her to Quids 4 Kids for benefit help.

*Names and certain details have been changed or omitted to preserve client anonymity

Our value to society

We help thousands of people every year.

Our holistic approach to our clients means we ensure they receive all the help necessary and appropriate to their circumstances. From energy advice, to benefit checks for income maximisation, to referrals to other local agencies.

It's impossible to put a financial value on everything we do - but where we can, we have used a Treasury-approved model to demonstrate our local financial impact.

During 2021/22 Citizens Advice South Hams generated at least:

£119,483

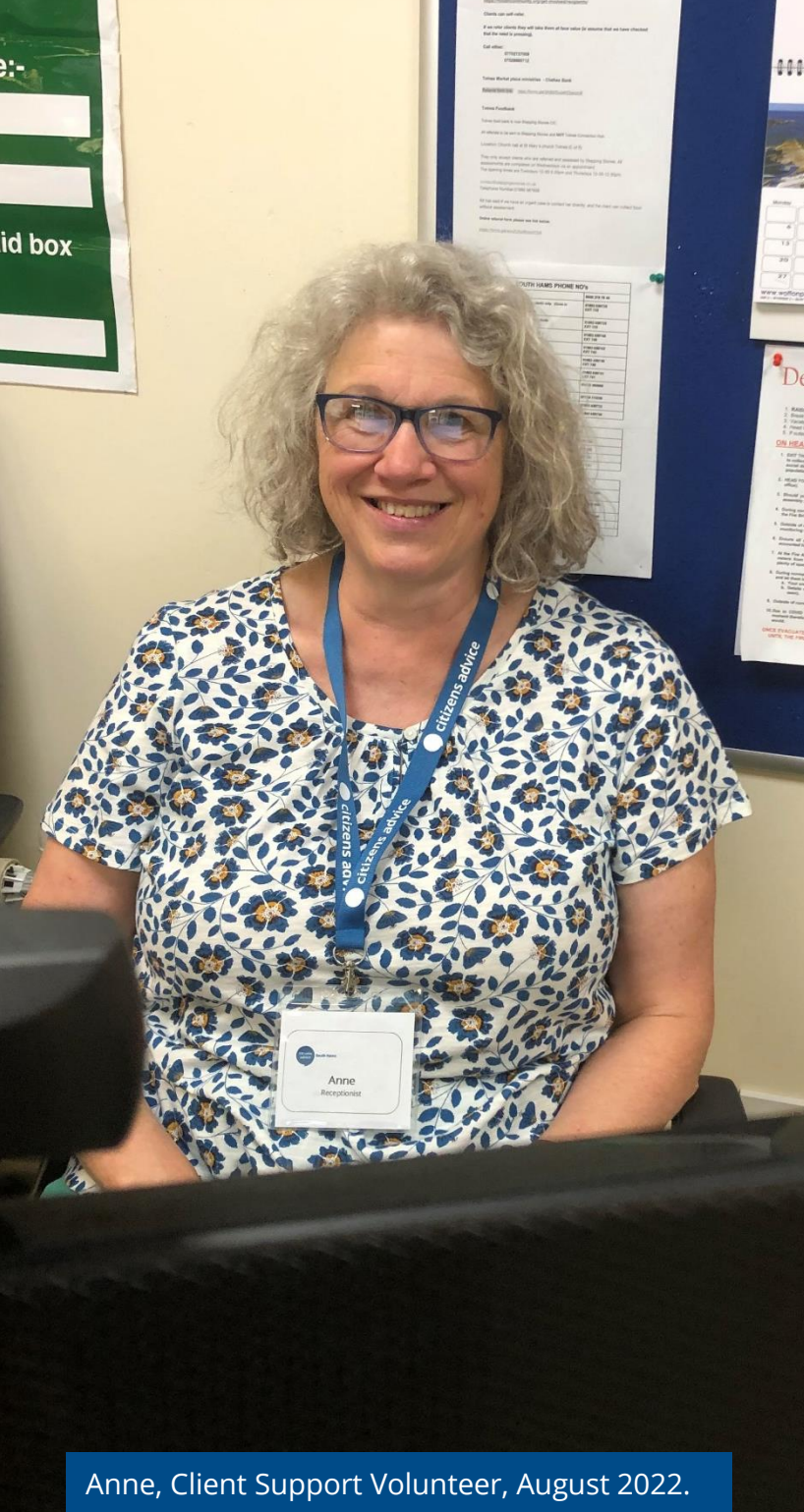
in savings to the local authority

£247,195

in savings to the NHS

£1.4 million

in financial gains for our clients



Anne, Client Support Volunteer, August 2022.

Our volunteers

Our volunteers are the lifeblood of our service - we wouldn't exist without them. Here we talk our client support volunteer, Anne, about her volunteering experience.

How long have you volunteered for Citizens Advice South Hams?

I've volunteered for just over two and a half years: starting just before lockdown in 2020 (I came into the office a couple of times to shadow etc. but had not finished my online training when the first lockdown started in March).

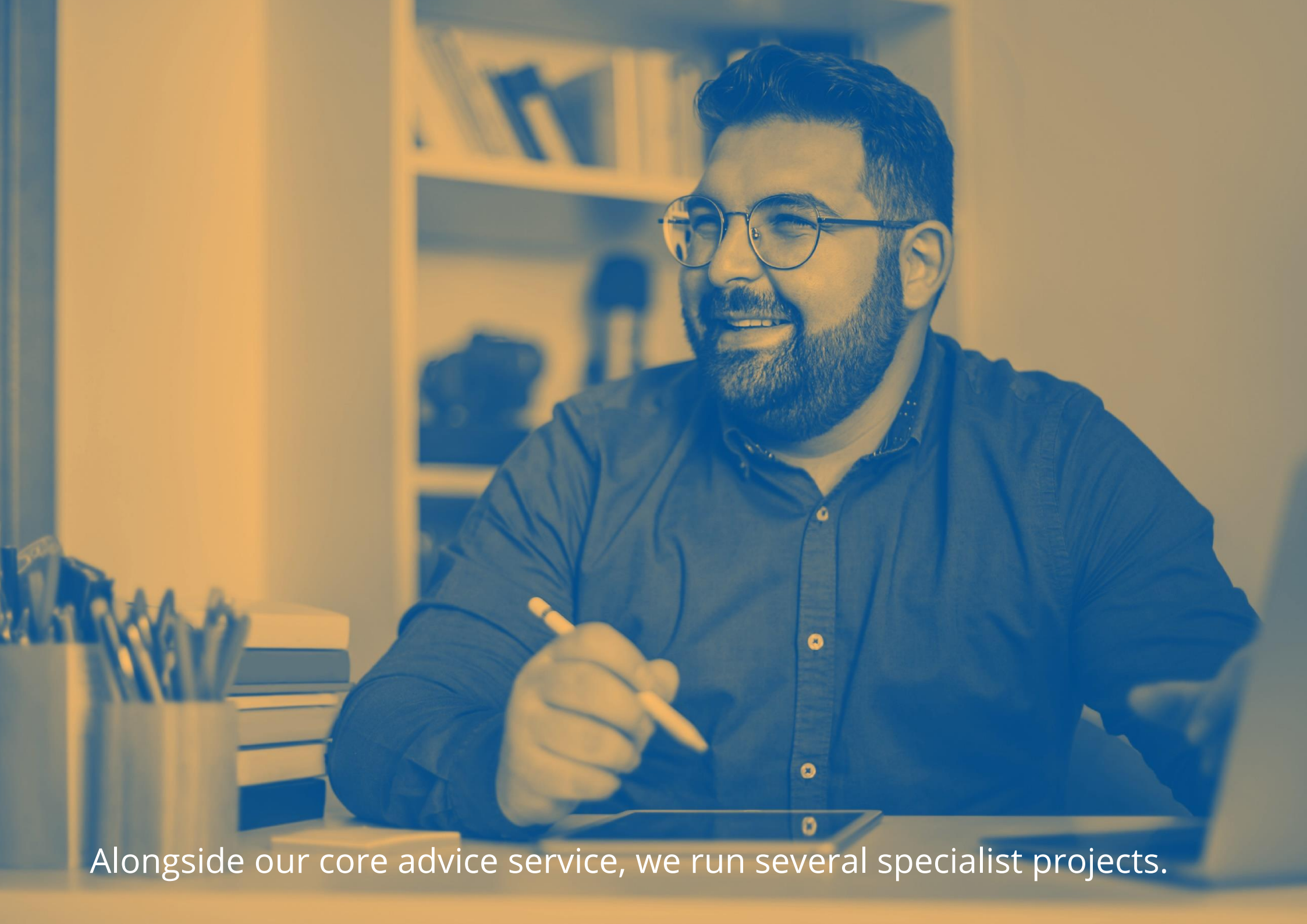
Why did you choose to volunteer for Citizens Advice?

Due to a random conversation with a friend whose partner is a member of staff at the charity. I had given up my job for family reasons, but a change of circumstances meant that I had spare time and was feeling directionless - he knew that volunteers were needed! I then looked at the website and read up about CA and thought it was worth investigating!

What do you like about volunteering?

I love working for Citizens Advice South Hams. It has given me a real sense of purpose and enhanced my self-esteem.

I've been able to draw on experience, develop my skills and know that what I do, alongside all the staff and my fellow volunteers, genuinely makes a positive difference. I feel valued, confident, and part of the team.



Alongside our core advice service, we run several specialist projects.

Our projects

We run several specialist-advice projects. These are run in conjunction with our core service but give people more expert support and advice on certain subject areas.

Our projects during 2021-22 included:



Energy Advice – helping people to save money on their bills and use energy more efficiently.



Debt Advice – helping people to manage and deal with their debts and providing financial capability support.



Healthwatch – the independent consumer champion for health and social care across Devon.



Partnership with Totnes Caring - supporting elderly people within our community to access benefits and further support.

Energy

Our energy team continues to lead energy advice across the Southwest.

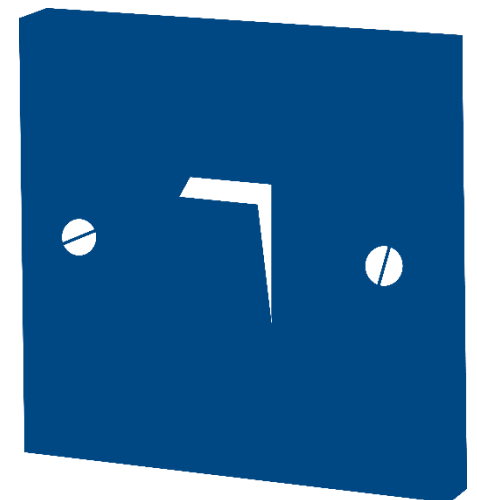
Over the last year we have seen a new term coined, 'Cost of Living Crisis', with unprecedented energy price rises a key element. This has plunged increasing numbers of people into fuel poverty and our vulnerable clients ever more in need of our help. This was well illustrated by the fuel voucher scheme that we coordinated across most of Devon last winter on behalf of Devon County Council, with about £220K issued to households struggling to afford to top up their prepayment meters.

We continued to lead the two-year energy project, EmPOWER, where Energy Champions across Devon, Torbay and Cornwall provide specialist support to households in fuel poverty, particularly supporting vulnerable families and people living in all types of social housing. In the first year, the project recorded nearly £200k of financial gains, with a new

emphasis on fuel vouchers rather than tariff switching and empowering clients to take their own actions to reduce energy use through behavioural changes.


The South Hams energy team expanded to four energy advisers to meet the growing demand for energy advice. We supported a record number of clients through the national Citizens Advice energy project, 'Energy Advice Programme' with a focus on clients in fuel poverty. We also took on a new scheme under this project to provide clients with carbon monoxide advice and free alarms and monitors.

Finally, we were involved for another year with the national Citizens Advice project, 'Big Energy Saving Network' (BESN), focussed on supporting clients in the community with simple interventions, such as signing up to the Priority Services Register. This was disrupted by the Covid

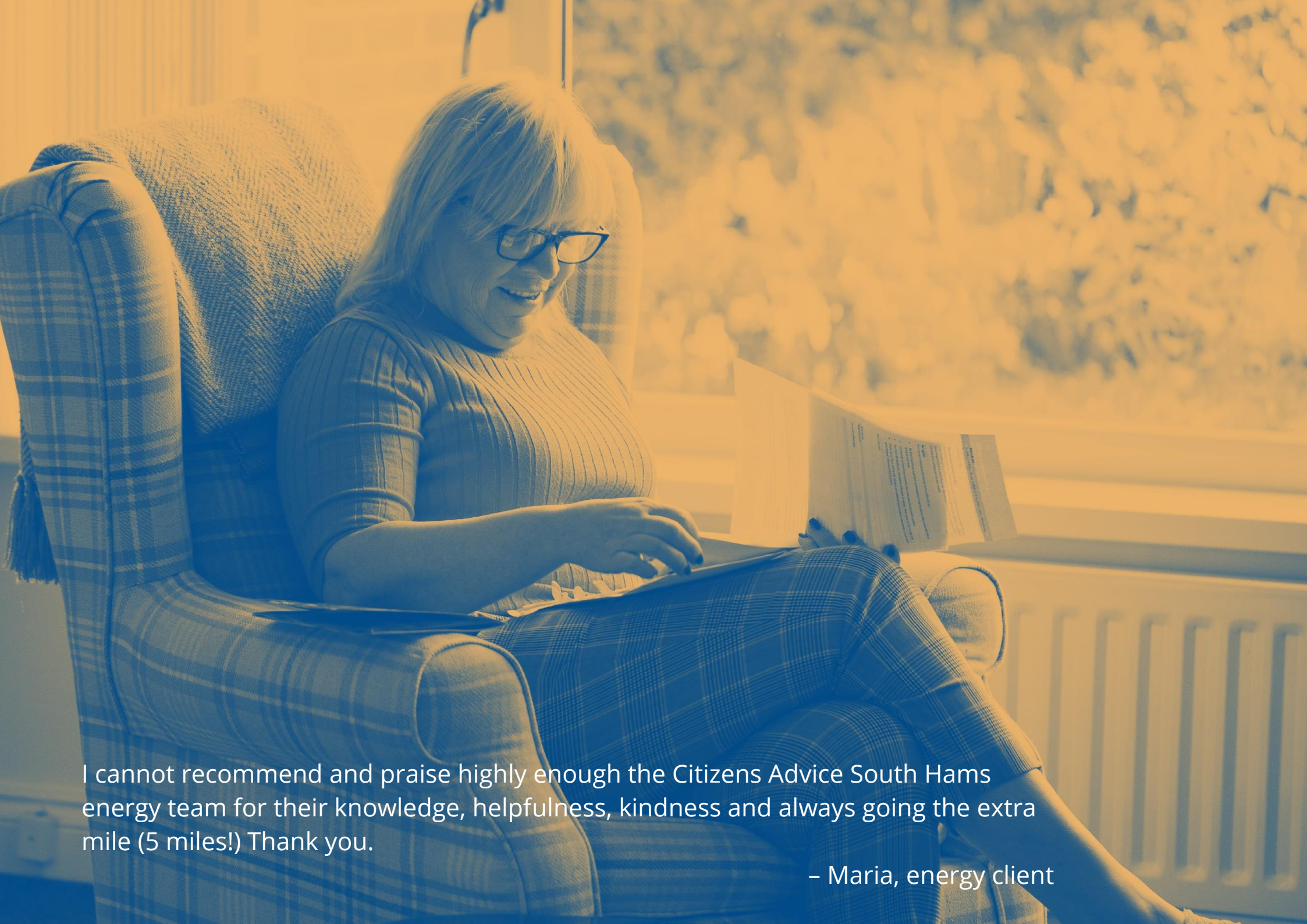


pandemic, but we found creative ways to work with community partners to help 150 clients, many of which were referred on for more detailed energy assessments by the team.

Since March 2022, we have seen the 'Energy Price Cap' replaced by the Energy Price Guarantee' - in effect a two-year price fix for most, with gas and electricity costs almost double last winter. The energy team will need to 'double down' their efforts in the coming months to help clients to keep warm and the power on.



I found the support and advice incredibly helpful, and energy vouchers a life saver due to my physical need and disabilities. I will now be able to stay warm this winter.



I cannot recommend and praise highly enough the Citizens Advice South Hams energy team for their knowledge, helpfulness, kindness and always going the extra mile (5 miles!) Thank you.

– Maria, energy client

Healthwatch



Healthwatch assists clients across Devon with a variety of health and social care issues.

Throughout 2021-22 the Devon-wide Healthwatch Champions team have seen a rise in health and social care problems. The strong team has worked hard to provide quality advice and guidance to clients across the county. Some great outcomes have been achieved – from help with care needs to gaining access to a GP.

Last year we adapted to a different way of working, taking on clients regardless of where in Devon they live. This has proved to be very successful, providing clients with a quick turn-around for expert specialist advice. Our Healthwatch team has been able to attend formal meetings and run caseloads with often very complex issues.

Healthwatch Devon has played an important part in feeding back data to the overall health team in Plymouth and Torbay, providing many case studies to escalate problem areas within our health and social care sector.

Healthwatch Champions have had a successful year assisting clients with over 618 issues ranging from care plans not met to hospital negligence cases. All of which have been achieved through supervision, support and a strong team spirit. None of which would have been possible without the essential role our volunteers played in referring cases to the project.

As well as receiving referrals from the contact centre Healthwatch Devon deals with referrals from our own office. Advisers and assessors provide a valuable service to assess needs and make referrals as necessary. The hard work produced by our volunteers ensured that clients received the most valuable advice and guidance often at a time of despair.

Debt

Our specialist debt advisers provide debt and financial capability advice regulated by the Financial Conduct Authority.

During 2021-22 our debt team has helped 469 clients and, in the process, achieved financial gains of £392,920 for the people we have helped.

The team assist clients with managing priority debts, obtaining Debt Reduction Orders and Debt Management plans, communicating with bailiffs and creditors, and financial capability advice.

Last year, we dealt with 1,252 debt issues, 14% of these related to council tax arrears and 12% to fuel debts. We are predicting a significant increase in those coming to us for help with debts as the cost-of-living crisis unfolds and pushes more people into financial difficulty.

How our advice helped Sarah

When Sarah contacted us, she had debts of around £26,000 and was considerably distressed. She was being pursued by enforcement agents looking to collect arrears on her debts. Our debt advice team got her into the Government's debt respite scheme (Breathing Space) to give her time to deal with her financial situation. Sarah was also referred to our energy team to help her save money on her fuel costs and domestic energy usage.

Working with Sarah, we helped her draw up a household budget and use an online budgeting tool. Due to her monthly deficit and inability to pay her debts we helped Sarah to apply for a Debt Relief Order.

She now has a fresh start and can begin to live debt-free and manage her own finances.

Totnes Caring Partnership

We have partnered with local charity, Totnes Caring to provide advice and support to elderly people in and around Totnes.




Totnes Caring is a local charity that supports people to live as independently as possible, connecting to their community, to increase their health and wellbeing. We have been working in conjunction with them to ensure their elderly clients have direct access to our services via a dedicated support worker.

During 2021/22 we visited, mostly in their homes, 80 people with an age range of between 50-100 years. Every client received a benefit check, some were also referred to the energy team. Through our holistic approach we also identified safeguarding and other serious issues. We made referrals to other agencies, such as Hoarders UK, Devon Fire and Rescue and Care Direct for a care needs assessment to take place.

In the last year we have secured an estimated £60,000 of unclaimed benefits for those referred into the project. This figure is likely to double or even triple once all outcomes are known, as some applications can take months to decide.

The main issues we assist with are Attendance Allowance claims and reviews, Pension Credit and Severe Disability Premium, Blue Badge entitlement, Council Tax Reduction, and exemption due to dementia (severe mental impairment).



A photograph of a woman with short, wavy grey hair, wearing a blue textured sweater, sitting on a light-colored couch. She is holding a black mobile phone to her ear with her right hand. The image has a warm, orange-yellow tint. On the left side, there is a semi-transparent dark blue vertical bar containing white text.

It is vital to me that
Citizens Advice remains
local and accessible.
Without them I would not
know who to turn to. I'm
approaching my mid-70's
and I'm not tech-savvy. I
do not drive, and I live
alone with limited friend
or family contact. Citizens
Advice fulfils a vital service
to people like me and to
the communities they
serve.

- Jean, client

Our Research and Campaigns work

This year our research and campaigns work focused on the Keep the Lifeline campaign, exploring housing issues across the South Hams and the emerging cost of living crisis.

Keep the Lifeline Campaign

Throughout the year we continued with the Keep the Lifeline campaign by contacting our local MPs asking them to keep the £20 weekly uplift of Universal Credit. We emphasised the coming storm of the culmination of events that were due in October 2021 - the end of the Job Retention Scheme and the end of the £20-a-week uplift. We have subsequently been monitoring the impact the cut has had on clients.

Housing crisis

In August 2021, South Hams District Council declared a housing emergency in the region. Our research and campaigns team investigated the issues we were seeing and reviewed the local policy actions to see what was being done to ameliorate the situation. We met with local MP Anthony Mangnall to discuss the issue and potential policy solutions.

National campaigns

The team took part in the three national campaigns.

Big Energy Saving Winter – sharing energy saving tips via our community liaison and social media channels. National Consumer Week - raising awareness of how people can protect themselves from misleading energy efficiency and environmental claims. And Scams Awareness Week – focusing on financial scams.

Cost of Living crisis

In January we emailed our two local MPs regarding the emerging cost of living crisis. Our emails included the National Energy Policy teams recommendations of a four-part package of reform. This campaign and associated issues have since come to dominate our research and campaigns work, as we monitor how the crisis is affecting those living in the South Hams.



Treasurer's report

The 2021/2022 fiscal year certified accounts, summarised in this report, shows our income in the year was £412,262 with £75,089 paid directly to partner charities (£70,541 in the previous fiscal year).

This income is sustained by our continued focus on securing project income to support and extend our free, core services and a necessary and elevated focus on the effects of the cost-of-living crisis. We launched a new project, EmPower, our largest energy project to date and delivered over £50,000 worth of fuel vouchers through our partner organisation, CAB Devon, using funds from the Household Support Fund. Our face-to-face services also reopened in full following the lifting of lockdown restrictions.

Our costs were £424,001 compared with £361,241 in the previous year 2020/21. This included the payments to our

partners and continued investment in our service. Looking forward, we have budgeted for continued investment to allow us to support our workforce with hybrid working and to meet the growing needs of clients through the cost-of-living crisis. Our designated funds for Covid recovery (£26,000) and the IT/Innovation (£11,600) will enable us to do this.

The projects outlined in the Funding Sources schedule, are aimed primarily for the benefit of the South Hams residents and enable us to support some of the costs of running our core advice services. Without these projects, that we compete to secure, we would not be able to sustain the level of free, core advice services provided to thousands of South Hams residents every year.

In addition to the grants and project funds both our economical and high service level model would not be possible without the commitment of 50+ volunteers (excluding

We continue to invest in our workforce and infrastructure to allow us to meet the growing needs of our clients...

trustees); a hidden financial gain that we are immensely grateful for.

The trustees regularly review the level of unrestricted reserves and aim to deploy the maximum resources we can to our charitable objectives for South Hams residents. We presently hold £81,133 as unrestricted reserves (net of designated), which represents three months of the charity's expenditure, and consider this level of reserves to be the minimum to cover any unforeseen swings in our funding sustainability, plus any future contingent costs.

The posted deficit this year is £11,739 covered by carry forwards in the restricted funding streams. In addition, we are carrying forward £67,422 in restricted funds for our ongoing projects.

Looking ahead to 2022/23 and beyond, the funding environment remains competitive, but we continue to be conscious of any reduction in our core income and the need to secure more funded projects to both support our core operational costs and allow us to

enhance the essential service breadth of our free advice offering in the district.

We are confident that Citizens Advice South Hams, a local, independent charity, continues to deliver a highly efficient and effective service to those in need, which in turn represents good value for money for all the funding bodies who we remain extremely grateful to for their continued support.

Chris Mottram, Treasurer

Notes to the Summary of Accounts shown on opposite page:

1. Full copies of the Certified Accounts and Trustees' Report are available from the Manager at the Totnes office or the Companies House website.
2. Accountants: WR Frost & Co., Riverside, Ashburton Road, Totnes, TQ9 5JU

Accounts – funding sources

Description	Core	Projects-restricted	Total
South Hams District Council (SHDC)	50,867		
Devon County Council	35,432		
Plymouth University	392		
Town and parish councils	6,485		
Fundraising events	1,446		
Donations and misc income	3,493		
Bank Interest	49		
Gift Aid	865		
Services to other Local Citizens Advice Offices		8,520	
SHDC Outreaches		10,000	
Specialist advice Dartmouth Charities		16,490	
Energy Best Deal/Safe and Warm – several schemes		28,698	
Healthwatch		66,082	
Household Support Fund – fuel vouchers		2,060	
Covid Outbreak Management Fund (COMF)		7,227	
Help to Claim (Universal Credit) South Hams		25,545	
Heat well for less		17,735	
EmPower		86,340	
Totnes Town Outreach		6,444	
Devon Carers Covid support		4,587	
Money Advice and Pensions Service		32,008	
Victim Support		1,497	
TOTAL	99,029	313,233	412,262

Accounts – expenditure

Description	Total
Rent SHDC	25,056
Util/Service charge SHDC	10,500
Insurance	1,238
Telephone & translation services	9,086
Office expenses	6,442
Travel & welfare - volunteers & staff	4,082
Training	2,370
Equipment/depreciation	764
Professional fees - accountancy and legal	2,150
Equipment & rental leases	1,593
Salaries/ NHI/Pension- Charitable activities	268,667
Other Expense- Postage/Stationery & misc	2,688
IT/software/innovation	6,406
Marketing - advertising and publicity	751
Repairs and renewals	0
Citizens Advice membership fees/ publications	7,010
Conference and workshop costs	0
Heat Well for less & Empower - CA Devon partner charity payments	75,089
Trustee expenses	109
TOTAL	424,001
INCOME LESS EXPENDITURE	-11,739

Notes

1. Restricted funds of £79,346 were brought forward from 2020-21 to cover project expenditure commitments for 2021/22.
2. Restricted funds carried forward for 2022-23 are £67,423
3. The total Unrestricted funds carried forward are £81,133, excluding designated funds of £26,000 Covid support and recovery & £11,600 IT/ innovation



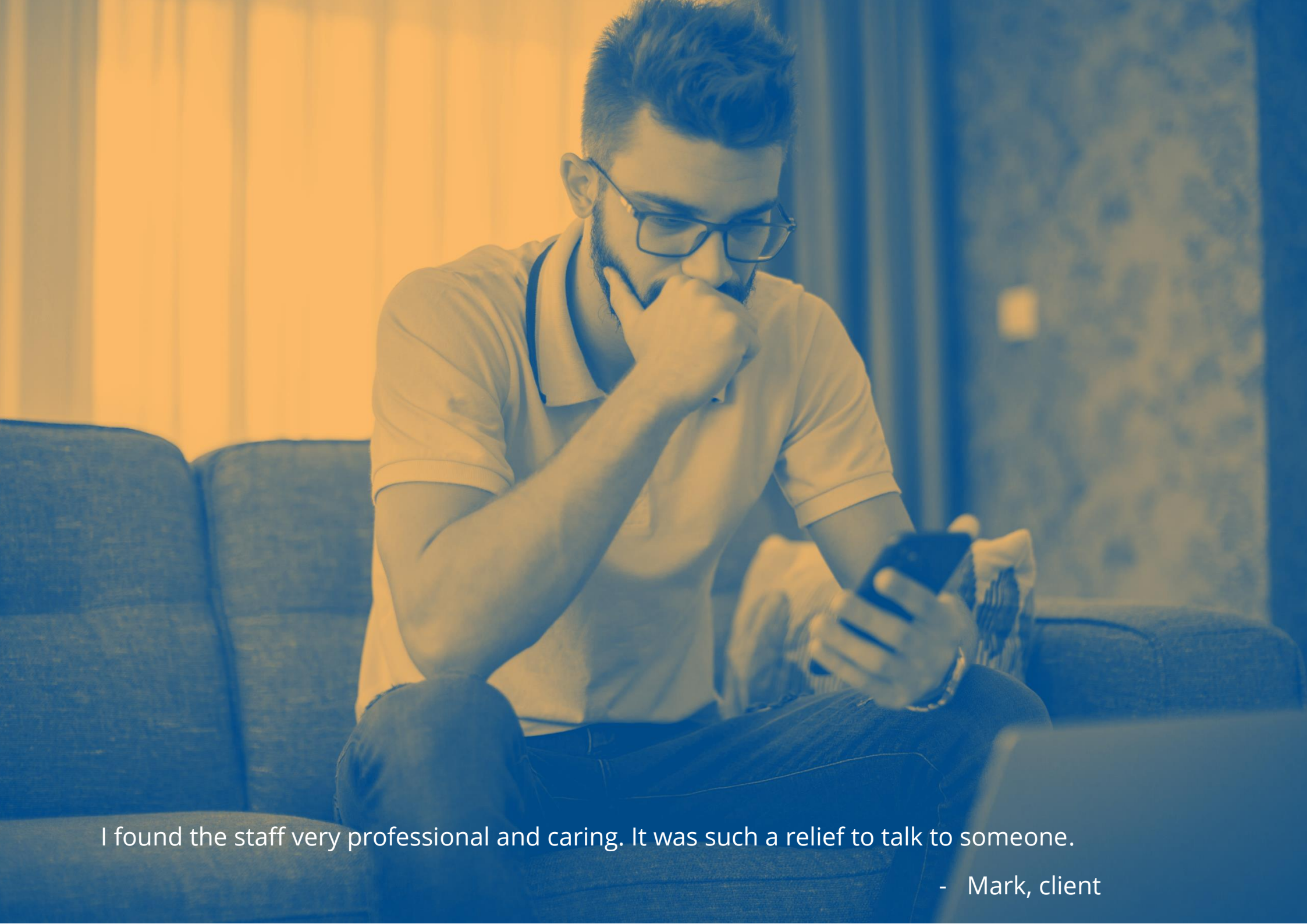
Totnes Town Mayor, Emily Price, and our Operations Manager, Emma Richards, marking the donation from Totnes Town Council to help fund our Totnes outreach at the Mansion.

Thank you to our funders

As a local charity we are reliant on external funding.

We are incredibly grateful to our funders, supporters and donors that keep our service going.

Thanks to their support and generous donations we can continue to help people across the South Hams.



I found the staff very professional and caring. It was such a relief to talk to someone.

- Mark, client

Our volunteers and staff

A sincere thank you to all our volunteers and paid staff who contribute to making Citizens Advice South Hams so successful year upon year. Without you we would not be able to offer this essential service to the local community.

Barbara B
Carmen L
Caroline H
Graham C
Jean C
John M
Lesley T
Matthew VDE
Mike K
Pam T

Robert S
Sharon H
Tony L
Wim V
Manu A
Allison Q
Ann C-H
Barbara N
Bridget D
Chris L
Chryz C
Clare G
Elly R
Frances A
Gill F
Helen N

Juliet C
Kimberley S-R
Maggie K
Malcolm S
Pat K
Richard L
Simon D
Simon G
Pam D
Anne M
Rosemarie J
Chris R
Jane M
Hope F
Ruth H
Melanie C
Simon G

Pauline M
Pamela L
Hannah R
Iris W
Chris M
Chris P
David S
Penny E
Katie P
Denise D
Steven F
Carole L
Hilary F
Jennie H
Nick W
Sophie E



Visit from Chief Executive Officer of National Citizens Advice, Dame Clare Moriarty, September 2022.

Contact us



0808 278 7948 (free from mobiles and landlines)

Monday - Friday 10am - 4pm



Email us using the form on our website

southhamscab.org.uk



Come and see us

Follaton House, Plymouth Road, Totnes, TQ9 5NE

Monday - Friday 10am - 1pm, 2pm - 4pm

Ivybridge

The Watermark
Erme Court
Leonards Road
Ivybridge
PL21 0SZ

Every Monday
9:30am to 12:30pm

Dartmouth

The Community Corner
Market Square
Dartmouth
TQ6 9SE

Every Monday
10am to 1.30pm

Kingsbridge

Quay House
Ilbert Road
Kingsbridge
TQ7 1DZ

Every Tuesday
9:30am to 12:30pm

Totnes

The Mansion
36 Fore Street
Totnes
TQ9 5RP

Every Wednesday
9:30am to 12:30pm

Volunteer with us

Volunteering with us is your chance to make an active difference to people's lives in your community.

Volunteering with Citizens Advice South Hams offers you:

- A chance to learn new skills – free training is provided
- A way to meet new people
- Enhanced employability skills
- The ability to help others and give back to your community
- Free travel expenses – we will reimburse you

For more information and to apply visit our website – southhamscab.org.uk/get-involved

“All sorts of people volunteer with us and for many different reasons, but one thing that unites them all is that they find it rewarding, challenging and varied.” – Joanna, Volunteer Supervisor



Citizens Advice helps people find a way forward.

We provide free, confidential, impartial and independent advice to help people overcome their problems. We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment. We're here for everyone

southhamscab.org.uk



Citizens Advice South Hams October 2022

Citizens Advice South Hams is an operating name of South Hams Citizens Advice Bureau Ltd, company limited by guarantee (04349641) and registered charity (1091133).
Registered address Follaton House, Plymouth Road, Totnes TQ9 5NE

REGISTERED COMPANY NUMBER: 04349641 (England and Wales)
REGISTERED CHARITY NUMBER: 1091133

Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2022
for
South Hams Citizens Advice Bureau

R J Lewis ACA
W R Frost & Co Limited
Riversdale
Ashburton Road
Totnes
Devon
TQ9 5JU

South Hams Citizens Advice Bureau

Contents of the Financial Statements
for the Year Ended 31 March 2022

	Page
Report of the Trustees	1 to 3
Independent Examiner's Report	4
Statement of Financial Activities	5
Balance Sheet	6 to 7
Notes to the Financial Statements	8 to 15
Detailed Statement of Financial Activities	16 to 17

Report of the Trustees
for the Year Ended 31 March 2022

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

The company is a charity and exists to provide information and advice to the general public. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our objectives.

Significant activities

The charity operates from a central base at Follaton House, Plymouth Road, Totnes, where it has 5 interview rooms and 6 incoming telephone advice lines. It is open from 10am to 1pm and 2pm to 4pm Monday to Friday. Outreach services are available on a weekly basis in four market towns, those are Totnes, Dartmouth, Kingsbridge & Ivybridge. In addition, we support remote supervision to our team of staff and volunteers to continue to operate on a hybrid basis, both at home and in the office.

Telephone advice is available through Citizens Advice partnerships with other local offices Monday-Friday 9.30am - 4.00pm. The charity operates at 'Advice only' level with telephone services. All clients receive a gateway assessment and the charity also provides specialist advice around, debt, benefits, health and energy efficiency. Main enquiry areas are welfare benefits, energy, debt, employment, housing, family issues, education and healthcare. Face to face advice recommenced in all four outreach services following the Covid shutdown allowing South Hams residents who require a face to face service to access advice more easily.

We launched a new project called EmPower, our largest energy project to date, working with Local Citizens Advice to support clients across Devon and Cornwall. We also delivered over £50,000 worth of fuel vouchers to South Hams clients in fuel poverty through the Household Support Fund. We've strengthened our links with local community groups and food banks to ensure those in need of our help were reached and improved our professional referrals systems so partner agencies can refer people easily into our service.

Volunteers

Much of the charity's work is delivered by volunteers which number around 53, including 25 trained Gateway Assessors, 14 Generalist Advisors, 5 Specialist Advisors, and is also supported by volunteers in IT provision, reception and social policy research. The trustees are also all volunteers. This year, our trained volunteers gave £346,520 worth of volunteering hours to help deliver our service.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

The charity has been delivering information and advice to clients across the South Hams since 2002. In recent years the highest number of enquiries have been in welfare benefits and debt although the greatest increase in advice was in the areas of housing, energy and legal issues. In 2021/22, the charity helped more than 4,700 clients with 12,270 issues. For these clients the charity recorded over £1.4m of financial gains.

In addition, we secured funding to continue and expand our projects and were awarded "Green" by National Citizens Advice for our quality of advice.

Internal and external factors

The activities of the charity are subject to the sustainability of contracts and successful funding applications to develop the work of the charity and support its core service. The success of the funding applications, beyond grants received from County, District and Town and Parish Councils make a significant contribution to the capacity of the operation to provide the volumes of client activity outlined in the report. In the year we secured extra funding to support the technology investments to be fully home working and offer new digital services to clients. We have designated some of this funding to aid the charities full resumption of client-facing services within all our offices and enhanced volunteer intake/training to enhance our capacity.

Report of the Trustees
for the Year Ended 31 March 2022

FINANCIAL REVIEW

Principal funding sources

The County Council, District Council and the Town and Parish Councils of the district support the major part of the core service. All other funders are short term fixed period project contracts and represent significant additional public benefit to our core services whilst also allowing some costs of the core work to be funded by these projects. We manage several Devon-wide projects i.e. Healthwatch and Heat Well for Less which together with other projects are critical to our financial sustainability through diversification of funding streams. With the restrictions brought upon us by Covid-19, we have assessed the risks of meeting the criteria of these projects and the funding through to the end of the next fiscal year and concluded there is no material risk to the charity.

Reserves policy

The directors believe that it is necessary to maintain a level of reserves to manage uncertainty and ensure that the service can continue to operate as planned on a day to day basis. The retained (unrestricted) reserves are intended to provide a buffer against future cut-backs and a contingency to meet any unforeseen expenditure which may arise. In order to mitigate against the risk of future funding cuts, it is the charity's policy to retain an amount equivalent to at least three months core costs (i.e. those costs not expended on projects under the Restricted funds).

The Unrestricted reserves as at the 31 March 2022 are £81,133 and represent over four months operating costs for the core service of the charity. We also hold designated reserves to provide a buffer against any future funding/cost uncertainty as a result of Covid-19 and significant inflationary pressures which both our funders and we are suffering from. From March 2022 we recommenced face to face activities and plan to utilise the designated funds for, enhanced IT infrastructure to support the new home and office working approach established during Covid lockdown. In addition, volunteer resources have reduced by some 25% in the last year and the focus is rebuilding volunteer intake and associated training and extended mentoring resources to support the volunteer intake.

FUTURE PLANS

The charity plans continuing the activities of advising the general public of their rights and responsibilities and all services available to them, in order that they may resolve their issues effectively. The charity's strategic plan is to ensure that as many people as possible are able to access the service. This will include building our workforce capacity to enable more demand to be met, developing access in the outreaches and developing partnership working across the district to improve the client journey and securing new funds to develop and strengthen partnerships.

Looking forward, we already see surging demand from clients and the complexity of multiple situations as they continue to address the fallout from Covid and also contend with the dramatic changes to energy and the cost of living crisis. We are also looking to upskill our workforce in IT skills and multi-skill parts of our workforce to perform multiple roles. Our aim is to ensure long-term sustainability by investing in our current specialist teams whilst also identifying and developing new areas of growth. These will be based on our research of the needs of the clients we support.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment and appointment of new trustees

Trustees are recruited in line with the terms and conditions of the Memorandum and Articles of Association of the charity. A term of office is three years and trustees may be elected at the annual meeting, nominated by members or co-opted by the trustee board.

Organisational structure

Responsibility for the day-to-day management of the service is delegated to the Chief Executive Officer. The trustee board sets the strategic direction, is involved with the ongoing planning, makes financial decisions and helps to set the framework for the application of all other policies.

Induction and training of new trustees

All new trustees are given induction materials from Citizens Advice, are invited into the office to discuss and view the work of the charity and are given details of how to access the governance materials from the Citizens Advice intranet.

Report of the Trustees
for the Year Ended 31 March 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

Wider network

The board can include representatives of the local government funders. As such each is entitled to sit on the board as a representative member. This comprises of the District Council, the County Council and each of the Town Councils.

Related parties

No trustee, funder, member, officer or employee has undue control over, or significant interest in, the charity. Any related party transactions, which require disclosure, are logged internally and reported appropriately as required under both Companies Act law and Charity law. The trustees' expenses for the current year reported upon are disclosed in the Notes to the Financial Statements.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

04349641 (England and Wales)

Registered Charity number

1091133

Registered office

Citizens Advice South Hams
Follaton House
Plymouth Road
Totnes
Devon
TQ9 5NE

Trustees

Mr C Mottram Treasurer
Dr K Porkess
Mr D J Sprent
Ms P A Elghady
Mr C Peach Chair
Ms C Laithwaite
Ms D Deane
Mr S Finnemore

Company Secretary

Mrs J Moor

Independent Examiner

R J Lewis ACA
W R Frost & Co Limited
Riversdale
Ashburton Road
Totnes
Devon
TQ9 5JU

Approved by order of the board of trustees on 24th October 2022 and signed on its behalf by:



Mr C Peach - Trustee

Independent examiner's report to the trustees of South Hams Citizens Advice Bureau ('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 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 your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of ICAEW 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 the Company 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.

ICAEW
R J Lewis ACA
W R Frost & Co Limited
Riversdale
Ashburton Road
Totnes
Devon
TQ9 5JU

Date:

South Hams Citizens Advice Bureau

Statement of Financial Activities

(Incorporating an Income and Expenditure Account)
for the Year Ended 31 March 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		97,712	313,234	410,946	423,234
Other trading activities	2	1,266	-	1,266	6,981
Investment income	3	<u>49</u>	<u>-</u>	<u>49</u>	<u>122</u>
Total		<u>99,027</u>	<u>313,234</u>	<u>412,261</u>	<u>430,337</u>
EXPENDITURE ON					
Raising funds	4	1,866	1,004	2,870	1,964
Charitable activities					
Charitable activities - advice services		96,868	324,153	421,021	359,254
Other		<u>109</u>	<u>-</u>	<u>109</u>	<u>23</u>
Total		<u>98,843</u>	<u>325,157</u>	<u>424,000</u>	<u>361,241</u>
NET INCOME/(EXPENDITURE)		184	(11,923)	(11,739)	69,096
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>118,549</u>	<u>79,346</u>	<u>197,895</u>	<u>128,799</u>
TOTAL FUNDS CARRIED FORWARD		<u>118,733</u>	<u>67,423</u>	<u>186,156</u>	<u>197,895</u>

The notes form part of these financial statements

Balance Sheet

31 March 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
FIXED ASSETS					
Tangible assets	9	313	-	313	1,077
CURRENT ASSETS					
Cash at bank and in hand		176,526	67,423	243,949	246,021
CREDITORS					
Amounts falling due within one year	10	(58,106)	-	(58,106)	(49,203)
NET CURRENT ASSETS		<u>118,420</u>	<u>67,423</u>	<u>185,843</u>	<u>196,818</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>118,733</u>	<u>67,423</u>	<u>186,156</u>	<u>197,895</u>
NET ASSETS		<u>118,733</u>	<u>67,423</u>	<u>186,156</u>	<u>197,895</u>
FUNDS	12				
Unrestricted funds				118,733	118,544
Restricted funds				<u>67,423</u>	<u>79,351</u>
TOTAL FUNDS				<u>186,156</u>	<u>197,895</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2022 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

Balance Sheet - continued

31 March 2022

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on and were signed on its behalf by:


.....
Mr C Peach - Trustee


.....
Mr C Mottram - Trustee

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

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

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Allocation and apportionment of costs

All costs are allocated between the expenditure categories of the SoFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Plant and machinery - 33% on cost

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

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

2. OTHER TRADING ACTIVITIES

	2022	2021
	£	£
Fundraising events	<u>1,266</u>	<u>6,981</u>

3. INVESTMENT INCOME

	2022	2021
	£	£
Deposit account interest	<u>49</u>	<u>122</u>

4. RAISING FUNDS

Raising donations and legacies

	2022	2021
	£	£
Support costs	<u>2,870</u>	<u>1,964</u>

5. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2022	2021
	£	£
Depreciation - owned assets	764	1,332
Other operating leases	22,752	25,056
Independent examination	<u>1,980</u>	<u>1,900</u>

6. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

	2022	2021
	£	£
Trustees' expenses	<u>109</u>	<u>23</u>

7. STAFF COSTS

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

	2022	2021
	19	19
Charitable Activities	<u>19</u>	<u>19</u>

No employees received emoluments in excess of £60,000.

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

8. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	99,719	323,515	423,234
Other trading activities	5,086	1,895	6,981
Investment income	<u>122</u>	<u>-</u>	<u>122</u>
Total	<u>104,927</u>	<u>325,410</u>	<u>430,337</u>
EXPENDITURE ON			
Raising funds	772	1,192	1,964
Charitable activities			
Charitable activities - advice services	43,983	315,271	359,254
Other	<u>23</u>	<u>-</u>	<u>23</u>
Total	<u>44,778</u>	<u>316,463</u>	<u>361,241</u>
NET INCOME	60,149	8,947	69,096
RECONCILIATION OF FUNDS			
Total funds brought forward	58,395	70,404	128,799
TOTAL FUNDS CARRIED FORWARD	<u>118,544</u>	<u>79,351</u>	<u>197,895</u>

9. TANGIBLE FIXED ASSETS

	Plant and machinery £
COST	
At 1 April 2021 and 31 March 2022	<u>8,821</u>
DEPRECIATION	
At 1 April 2021	7,744
Charge for year	<u>764</u>
At 31 March 2022	<u>8,508</u>
NET BOOK VALUE	
At 31 March 2022	<u>313</u>
At 31 March 2021	<u>1,077</u>

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

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
Social security and other taxes	8,098	-
Accrued expenses	<u>50,007</u>	<u>49,203</u>
	<u>58,105</u>	<u>49,203</u>

11. MOVEMENT IN FUNDS

	At 1.4.21 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds			
General Unrestricted	80,949	184	81,133
Covid Response	26,000	-	26,000
Innovation	<u>11,600</u>	<u>-</u>	<u>11,600</u>
	118,549	184	118,733
Restricted funds			
Healthwatch	2,425	(2,425)	-
Specialist Advice in Dartmouth 19/20	13,487	2,313	15,800
Heat Well 4 Less	4,000	(4,000)	-
Scottish Power	31,335	(1,045)	30,290
Innovation Fund	15,181	(15,181)	-
BESN 20/21	2,054	(2,054)	-
MAPS	3,031	(3,031)	-
Totnes Support Services	7,833	(4,000)	3,833
The Mansion	-	3,500	3,500
Energy Advice Project	-	9,000	9,000
Empower	<u>-</u>	<u>5,000</u>	<u>5,000</u>
	<u>79,346</u>	<u>(11,923)</u>	<u>67,423</u>
TOTAL FUNDS	<u>197,895</u>	<u>(11,739)</u>	<u>186,156</u>

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

11. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General Unrestricted	99,027	(98,843)	184
Restricted funds			
South Hams District Council (Outreach)	10,000	(10,000)	-
Healthwatch	66,082	(68,507)	(2,425)
Victim Support	1,497	(1,497)	-
Specialist Advice in Dartmouth 19/20	16,490	(14,177)	2,313
Heat Well 4 Less	17,735	(21,735)	(4,000)
Scottish Power	-	(1,045)	(1,045)
Help to Claim	25,545	(25,545)	-
Innovation Fund	-	(15,181)	(15,181)
BESN 20/21	4,938	(6,992)	(2,054)
MAPS	32,008	(35,039)	(3,031)
Devon Carers	4,587	(4,587)	-
Totnes Support Services	-	(4,000)	(4,000)
The Mansion	6,444	(2,944)	3,500
Energy Advice Project	23,760	(14,760)	9,000
Empower	86,339	(81,339)	5,000
HSF Fuel Vouchers	2,060	(2,060)	-
Covid Outbreak Management Fund	7,227	(7,227)	-
Finance Secondments	6,033	(6,033)	-
HTC Secondment	2,487	(2,487)	-
	<u>313,232</u>	<u>(325,155)</u>	<u>(11,923)</u>
TOTAL FUNDS	<u>412,259</u>	<u>(423,998)</u>	<u>(11,739)</u>

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

11. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General Unrestricted	58,395	60,154	(37,600)	80,949
Covid Response	-	-	26,000	26,000
Innovation	-	-	11,600	11,600
	58,395	60,154	-	118,549
Restricted funds				
Awards For All	10,000	(10,000)	-	-
Healthwatch	-	2,425	-	2,425
Volunteer Training and Support	211	(211)	-	-
EAP - 2019 - 20	2,088	(2,088)	-	-
Specialist Advice in Dartmouth 19/20	14,235	(748)	-	13,487
Heat Well 4 Less	4,877	(877)	-	4,000
Scottish Power	36,707	(5,372)	-	31,335
BESN 19 - 20	1,661	(1,661)	-	-
Access to Justice	625	(625)	-	-
Innovation Fund	-	15,181	-	15,181
BESN 20/21	-	2,054	-	2,054
MAPS	-	3,031	-	3,031
Totnes Support Services	-	7,833	-	7,833
	70,404	8,942	-	79,346
TOTAL FUNDS	<u>128,799</u>	<u>69,096</u>	<u>-</u>	<u>197,895</u>

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

11. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General Unrestricted	104,927	(44,773)	60,154
Restricted funds			
Awards For All	-	(10,000)	(10,000)
South Hams District Council (Outreach)	10,000	(10,000)	-
Healthwatch	53,964	(51,539)	2,425
Victim Support	1,532	(1,532)	-
Volunteer Training and Support	-	(211)	(211)
Western Power Distribution	9,997	(9,997)	-
EAP - 2019 - 20	7,885	(9,973)	(2,088)
Specialist Advice in Dartmouth 19/20	16,750	(17,498)	(748)
Heat Well 4 Less	73,771	(74,648)	(877)
Landworks	1,000	(1,000)	-
Scottish Power	-	(5,372)	(5,372)
BESN 19 - 20	1,500	(3,161)	(1,661)
Access to Justice	3,070	(3,695)	(625)
Covid	1,895	(1,895)	-
Help to Claim	25,469	(25,469)	-
ED Support	1,985	(1,985)	-
EAP 20/21	5,400	(5,400)	-
Innovation Fund	31,464	(16,283)	15,181
Fuel Voucher Scheme	20,107	(20,107)	-
BESN 20/21	4,500	(2,446)	2,054
BEIS Webchat	4,661	(4,661)	-
MAPS	16,774	(13,743)	3,031
Phone Service Fund	16,000	(16,000)	-
Devon Carers	2,294	(2,294)	-
Totnes Support Services	15,392	(7,559)	7,833
	<u>325,410</u>	<u>(316,468)</u>	<u>8,942</u>
TOTAL FUNDS	<u>430,337</u>	<u>(361,241)</u>	<u>69,096</u>

12. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2022.

13. PURPOSE OF RESTRICTED FUNDS

SHDC Outreaches - this project is based in Ivybridge, Kingsbridge and Dartmouth where weekly drop ins and advice appointments for clients who prefer face to face services are offered.

Healthwatch - in our partnership with Healthwatch Devon we provide a voice for consumers of health and social care services in Devon.

Victim Support - funds received from the Strategic Victim Support Partnership to provide emotional and practical support services for victims of crime.

Specialist Advice in Dartmouth 2019/20 - providing support to those in need in the Dartmouth parish through the provision of advice that promotes relief from poverty.

Heat Well for Less - a project to help alleviate fuel poverty in Devon and Torbay by making it easier for people to access accurate, reliable energy advice and make their homes more energy efficient.

Scottish Power - providing energy advice to those facing or at risk of experiencing fuel poverty, supporting clients with their energy and water bills.

Help to Claim - support to clients with making a new claim for Universal Credit, from opening an account to receiving their first full payment.

Innovation Fund - a National Citizens Advice project funding innovation and investment in local Citizens Advice offices to increase advice capacity.

BESN 20/21 - Big Energy Savings Network project supporting clients in fuel poverty by advising on energy saving in the home, switching energy supplies and guidance on how to access schemes that help vulnerable households stay warm and lower energy bills.

MAPS - National Citizens Advice funded trainee scheme to increase capacity for debt and money advice.

Devon Carers - funding provided by Devon Carers through Citizens Advice Devon to provide an income maximisation service for Devon's carers.

Totnes Support Services - project to support work in the Totnes area.

The Mansion - funds from Totnes Town Council to fund outreach services in Totnes (Mansion House).

Energy Advice Project - funding to provide one-to-one energy advice to clients in fuel poverty to assist with their domestic energy usage and support with finding energy savings in the home.

Empower - a project funded by the Energy Redress Scheme to support clients in fuel poverty to find energy savings and efficiencies in their homes.

HSF Fuel Vouchers -- funds received from Department of Work and Pensions to support clients on prepayment meters with significantly rising living costs with fuel vouchers.

Covid Outbreak Management Fund - funding provided through local government to fund LCA staff to help support clients to reduce the spread of coronavirus and support local public health.

Finance Secondments - contract for specialist staff to undertake finance work for other LCAs.

HTC Secondment - contract for specialist staff to undertake Help to Claim work for another LCA.

South Hams Citizens Advice Bureau

Detailed Statement of Financial Activities
for the Year Ended 31 March 2022

	2022 £	2021 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	10,549	13,360
Gift aid	865	-
Grants	<u>399,532</u>	<u>409,874</u>
	410,946	423,234
Other trading activities		
Fundraising events	1,266	6,981
Investment income		
Deposit account interest	<u>49</u>	<u>122</u>
Total incoming resources	412,261	430,337
EXPENDITURE		
Charitable activities		
Wages	243,390	202,212
Social security	10,022	6,637
Pensions	8,358	6,647
Telephone	9,086	3,418
Postage and stationery	1,016	763
Publications and subscriptions	5,284	5,124
Travel	2,187	206
Training	2,370	659
Software	3,477	1,827
Leases	1,224	-
Advertising/Publicity	563	80
Fundraising costs	75	-
Recruitment	275	-
Payments to Charity Partners	75,089	70,541
Contract Staff	726	-
Staff Welfare	<u>1,196</u>	<u>-</u>
	364,338	298,114
Other		
Trustees' expenses	109	23
Support costs		
Management		
Wages	6,896	-
Rent	22,752	25,056
Service charges	12,804	10,832
Insurance	1,238	1,350
Postage and stationery	339	254
Carried forward	44,029	37,492

This page does not form part of the statutory financial statements

South Hams Citizens Advice Bureau

Detailed Statement of Financial Activities
for the Year Ended 31 March 2022

	2022 £	2021 £
Management		
Brought forward	44,029	37,492
Advertising	188	27
Sundries	99	69
Publications and subscriptions	1,761	1,708
Office expenses	7,332	7,092
Repairs and renewals	2,930	12,314
Disposal of files	300	370
Depn of equipment	<u>764</u>	<u>1,332</u>
	57,403	60,404
Governance costs		
Accountancy and legal fees	<u>2,150</u>	<u>2,700</u>
Total resources expended	<u>424,000</u>	<u>361,241</u>
Net (expenditure)/income	<u>(11,739)</u>	<u>69,096</u>

This page does not form part of the statutory financial statements