

Company registration number: 4334063

Charity registration number: 1091143

Exeter Citizens Advice Bureau

(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

Exeter Citizens Advice Bureau

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Exeter Citizens Advice Bureau

Reference and Administrative Details

Trustees	H S Fowler
	A R Langford
	R Lowe
	D J Mardon
	K M McDonald
	S J Morgan
	J R Oliver
	L E A Pattison
	D J Phillips
	G T Richardson
	S J Salter
	N Trinca
	M C Whitton
Secretary	T E Godwin
Charity Registration Number	1091143
Company Registration Number	4334063
Registered Office	The charity is incorporated in England and Wales.
	Dix's Field
	Exeter
	EX1 1QA
Principal Office	Dix's Field
	Exeter
	EX1 1QA
Accountants	Thompson Jenner LLP
	1 Colleton Crescent
	Exeter
	Devon
	EX2 4DG

Exeter Citizens Advice Bureau

Reference and Administrative Details

Bankers

Natwest Plc
59 High Street
Exeter
Devon
EX4 3DL

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4JQ

The Co-operative Bank
PO Box 101
1 Balloon Street
Manchester
M60 4EP

Aldermore Bank Plc
1st Floor, Block B
Western House
Lynch Wood
Peterborough
PE2 6FZ

Hodge Bank
29 Windsor Place
Cardiff
CF10 3BZ

Exeter Citizens Advice Bureau

Chair's Report for the Year Ended 31 March 2022

Last year I started the report with "as we enter the 2021/22 financial year, we also enter what is hopefully the gradual end of the Covid-19 pandemic." The impact of the pandemic continued to be felt throughout 2021/22 although it does seem that some normality is now returning to everyday life.

2021/22 was a year where a number of key changes came into our charity and the way we deliver our client services.

Firstly, we have continued with a mainly telephone support service ably combined with on-line advice and information and face-to-face interviews. Most staff and volunteers continued to work from home but as the year progressed we started bringing back more face to face interviews where these were necessary. Like many organisations, private businesses, charities and public sector, we are now considering a mix of home working and coming to the office and it seems that this is welcomed by many staff and volunteers.

Another important change in the second half of the year was a return to face to face meetings of Trustees which was welcomed by the 5 new Trustees we appointed during 2021/22. The new Trustees are already part of the family and making excellent contributions to our governance.

Last year, I confirmed that our current and long-term aim had stayed the same; to help more people with their daily challenges and this is still the case. Following the invasion of Ukraine, this will include special support for Ukrainian refugees coming to our city.

I am delighted to be able to report that, despite our own C-19 problems, our clients continue to be very pleased with the service they receive from our largely volunteer advisors. I cannot thank our advisors enough for the work they have undertaken during the pandemic, brilliantly supported by our paid staff and the Leadership Team.

Another major change was the decision by our CEO, Steve Barriball to retire after 15 dedicated years to our charity. The Trustees knew that replacing Steve would be a very difficult task, but we are delighted with the appointment of Tom Godwin who is developing into the role and will lead us through the major changes that we will face this year.

The major change we are planning this year is to relocate our premises to a more spacious site, where everyone is in one area rather than the two areas we currently occupy in Dix's Field. This is a significant development, and will require careful planning to ensure that we do not disrupt our service delivery more than absolutely necessary during the relocation.

Finally, I want to thank all the Trustees for their excellent contribution to the charity and the close partnership that Trustees have with the Leadership team, paid staff and volunteers.



Dennis Mardon

Chair of Trustees

Exeter Citizens Advice Bureau

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 2022. The Charity was incorporated on 4 December 2001 and is a company limited by guarantee, having no share capital.

Trustees and officers

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

Trustees:	H S Fowler (appointed 29 September 2021)
	R J Foxwell (resigned 29 September 2021)
	A R Langford
	R Lowe (appointed 29 September 2021)
	D J Mardon
	K M McDonald (appointed 23 June 2021)
	S J Morgan
	J R Oliver (appointed 29 September 2021)
	L E A Pattison
	D J Phillips
	G T Richardson
	S J Salter
	N Trinca (appointed 29 September 2021)
	M C Whitton
Secretary:	T E Godwin (appointed 29 September 2021)
	S R Barriball (resigned 31 December 2021)

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 of Devon 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.

Exeter Citizens Advice Bureau

Trustees' Report

How our activities deliver public benefit

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; the feedback we receive is vital to our planning process. Of those replying to our latest survey; 75% were satisfied with the extent to which their problem was resolved; 87% were satisfied with the extent that we helped them find a way forward; and 88% said that they would recommend us to someone else.

Principles

- Citizens Advice Exeter 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, which is drawn from the local community. 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, except where the board approves payments in the best interests of the charity and to enable the charity to achieve its charitable objectives.

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 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. The charity also uses a trustee self-review and skills audit process which provides an opportunity to review knowledge and identify learning and development needs. Furthermore, Citizens Advice provides a programme of trustee training for new and existing trustees.

Management

The day to day running of the charity is delegated to the Chief Executive and the leadership team, consisting of:

Thomas Godwin— Chief Executive

Lyndsay Jarman – Assistant Chief Executive

Karen Devaraj – Operations Manager

Administration

Exeter Citizens Advice Bureau

Trustees' Report

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 had not been conducting face-to-face services since the 23rd March 2020. However, the charity has continued to offer telephone and digital advice and information services. The need for an instant move to a largely telephone service with a freephone number has allowed us to reach those in need during the pandemic. It has also allowed us to offer a more accessible service for those who never or struggled to attend our fixed location face to face drop in model of advice; due to any number of factors from cost to language to disability among many.

We were hugely proud in October 2021 to be of the first LCA's locally to open our doors 3 days a week to operate a new model of face to face advice and information services. Using trained volunteers, we are looking at the majority of clients presenting in person as able to be empowered to use our phone and IT in our changed reception to speak to our service from there. This frees up our staff and volunteers to be able to offer a vulnerable client face to face advice and the time to explore their issue's and find a way forward.

Without the contribution of some 79 volunteers, our generalist advice and information service would not run. During the year, they have continued to offer advice and information to our clients through the changed channels and often at home. The public value of them giving their time is £466,860. Despite not being with their colleagues in the office and the important tea break we only had 2 persons who had to stop volunteering this year. The team spirit and resolve to carry on despite all the challenges is hugely inspirational.

The Trustee Board wish to thank the many volunteers who ensure the continued operation of the charity by donating their time and experience during these challenging times.

Our Value?

The figures below speak volumes for how we continue to be able to support and resolve issues for some of the most complicated cases and deliver real savings to other statutory organisations in our region through our advice and information.

*Financial value to society in 2021/22 is calculated using a local impact measurement tool that CA National use across all their work,

Overall value (advice and volunteering)

Fiscal benefit total	£1,982,318
Public value total	£14,496,039
Value to the people we help (financial outcomes) total	£8,699,191

For every £1 invested:

For every £1, £x in fiscal benefits	£3.60
For every £1, £x in public value	£26.32
For every £1, £x in value to the people we help (financial outcomes)	£15.80

Local authority- by preventing homelessness and housing evictions & mental health services

Savings to local authority total (fiscal benefits)	£143,490
For every £1 of LA funding, £x in fiscal benefit to local authority	£0.54

Exeter Citizens Advice Bureau

Trustees' Report

NHS - by reducing use of mental health and GP services, and keeping people in work

Reducing use of health services	£270,410
Keeping people in work	£68,704
Total saving to NHS	£339,114

Other government departments

Department of Work and Pensions (by keeping people in work)	£1,076,370
Criminal Justice System (by preventing housing evictions and homelessness)	£16,416
Housing Providers (by preventing housing evictions)	£405,992

Client Profile

Of the clients who used the services of the charity during the year 61% were Female, 12% 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, despite being physically closed 6,190 clients directly with 24,197 issues.

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

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Benefits	14,720	11,500	13,668	10,727	8,965	8,100	7,440	5,791	5,545
Debt	2,208	2,445	4,790	4,494	4,151	4,385	4,804	4,672	5,141
Employment	758	1,234	1,163	1,227	1,187	1,119	1,308	999	830
Housing	1,306	942	1,344	1,182	1,148	1,141	1,383	1,015	875
Relationships	641	693	832	960	798	716	804	550	463
Consumer	290	467	475	507	447	423	542	377	282
Finance	316	294	329	309	419	269	280	226	240
Legal	384	267	435	434	425	465	523	446	322
Immigration	215	153	328	272	265	211	224	148	137
Other	3,359	2,703	3,889	4,031	3,801	1,402	1,386	857	741
Total	22,034	20,698	27,253	24,143	21,606	18,231	18,694	15,081	14,576

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 over two-thirds of our current client issues. The end of the energy price cap has led to a renewed upsurge in energy advice but ultimately much of it will evolve into debt issues. The struggle will always capacity across the network and region for trained debt advisers.

We continue to support those at risk of homelessness during the last year, and expect to see large increases in demand for this help during the coming year.

We pay tribute to our volunteer advisers, gateway assessors and information guides for their continued support and expertise during the challenges of the last year.

Exeter Citizens Advice Bureau

Trustees' Report

Digital

During the year, the charity has assisted a further 7,457 clients through our web based digital resources.

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 Big Energy Saving Winter and Scams Awareness, to ensure that people have skills and confidence. Our team take the time to examine the evidence on a range of topics important to our clients to inform our advice and to campaign for change on such large piece of work forthcoming is the in-depth exploration of PIP.

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

Strategy 2022 post Coronavirus into 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 pandemic and cost of living crisis.

As part of our continual review and 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 have emerged from the most acute period of the pandemic into a full-blown inflation busting financial crisis that for many people already struggling post pandemic are in serious danger of not being able to keep their heads above water from.

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 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 £80,000 of reserves to support additional staffing as part of our Coronavirus recovery planning.

The charity has benefited from grants and Contracts from Exeter City Council and Devon County Council (via Citizens Advice Devon), and others, which has enabled the continuation of generalist telephone and face-to-face advice and information services by our volunteer team, supported and managed by paid staff.

Exeter Citizens Advice Bureau

Trustees' Report

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

Action for Children – a contractual arrangement with Citizens Advice Devon (funded by Action for Children) to provide advice services in local Children's Centres.

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.

Carbon Monoxide Advice Project – grant funding from Citizens Advice to support consumers in vulnerable situations and address carbon monoxide (CO) safety issues.

Carers Advice on Benefits – a contractual arrangement with Citizens Advice Devon (funded by Devon Carers) to provide additional advice services for adult carers of all ages.

Citizens Advice Torbay – income received to provide a shared management function across both Exeter and Torbay Citizens Advice charities

Devon Advice Services for Workings Age Carers – funding provided by Devon County Council through Citizens Advice Devon to provide an advice service for working age carers.

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.

Exeter and District Multiple Sclerosis Society – a contractual arrangement funded by Exeter and District Multiple Sclerosis Society to provide welfare benefits advice to people living with multiple sclerosis. We operate this project on an outreach basis. This contract employs one part-time welfare benefits adviser.

Exeter and District Kidney Patients' Association – a contractual arrangement funded by Exeter and District Kidney Patients' Association to provide welfare benefit advice to pre-dialysis, dialysis and transplant patients and their carers. This contract employs one part-time welfare benefits adviser.

FORCE Cancer Charity – a contractual arrangement funded by FORCE Cancer Charity to provide welfare benefits advice to people living with cancer. We operate this project on an outreach basis. This contract employs one part-time welfare benefits adviser

Heat Well for Less – a grant from Citizens Advice South Hams to support those in fuel poverty.

Help to Claim – grant funding from Citizens Advice to cover the delivery costs of a service to support Universal Credit claimants. Ended March 2021

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

Carers Covid Support – funding from Devon County Council, via Citizens Advice Devon, to support carers affected financially by the Coronavirus pandemic

COMF Funding – grant funding from the Devon County Council to support with our response to Coronavirus

Exeter Citizens Advice Bureau

Trustees' Report

Reserves policy

The charity, being mindful of Charity Commission guidance, aims to maximise the use of available funds for the benefit of the citizens of Exeter and the surrounding area so far as is commensurate with a prudent level of unrestricted reserves, equivalent to at least three months' running costs. The total unrestricted reserves (excluding the premises depreciation designated fund) at 31 March 2022 was £282,567. In this regard, our policy is to set aside funds only for known or probable liabilities.

Investment powers

The constitution authorises the trustees to make and hold investments using the general funds of the charity. The charity currently holds £80,657 in a 1-year fixed term bond and £53,253 in a 3-month deposit account.

Subsidiary undertakings

The charity has one wholly owned non-charitable subsidiary undertaking registered in England and Wales, called Exeter Citizens Advice Bureau (Services) Limited, registered company number 6561932. The company is incorporated. The aim of the company is to raise income for the charity for charitable activities. There have been no trading activities in the last year.

Risk management

Our Governance 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 Governance 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 Governance 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.

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.

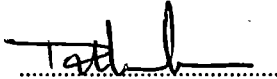
In terms of external, and other, factors that the charity is planning for, these include:

- **Pandemic recovery & Cost of Living Crisis** With partners, we will develop plans to support those in our community most affected, and support our own people to respond to increased advice needs.
- **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 Torbay, 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 Devon.
- **Premises:** We will continue to engage with emerging plans from Exeter City Council and ourselves for the re-deployment of the Civic Centre customer service area into a bespoke advice centre.
- **Digital Services:** We will promote 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 situation.

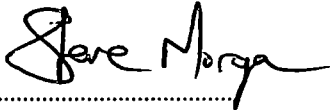
Exeter Citizens Advice Bureau

Trustees' Report

The annual report was approved by the trustees of the charity on 22/4/22 and signed on its behalf by:



D J Mardon
Trustee



S J Morgan
Trustee

Exeter Citizens Advice Bureau

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Exeter Citizens Advice Bureau 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:

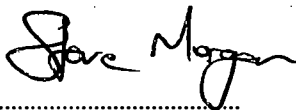
- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed 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 22/6/22 and signed on its behalf by:



D J Mardon
Trustee



S J Morgan
Trustee

Exeter Citizens Advice Bureau

Independent Examiner's Report to the trustees of Exeter 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 Exeter Citizens Advice Bureau 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 Exeter Citizens Advice Bureau 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: 23/9/22.....

Exeter Citizens Advice Bureau

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	301,124	-	301,124
Charitable activities	4	64,669	228,724	293,393
Investment income	5	<u>1,084</u>	<u>-</u>	<u>1,084</u>
Total Income		<u>366,877</u>	<u>228,724</u>	<u>595,601</u>
Expenditure on:				
Charitable activities	6	<u>(410,533)</u>	<u>(228,052)</u>	<u>(638,585)</u>
Total Expenditure		<u>(410,533)</u>	<u>(228,052)</u>	<u>(638,585)</u>
Net movement in funds		(43,656)	672	(42,984)
Reconciliation of funds				
Total funds brought forward		<u>326,225</u>	<u>-</u>	<u>326,225</u>
Total funds carried forward	20	<u><u>282,569</u></u>	<u><u>672</u></u>	<u><u>283,241</u></u>

All of the Charity's activities derive from continuing operations during the above period.

During the year, the Charity has utilised brought forward designated funds, specifically the post pandemic recovery fund, a fund to be used for additional advice capacity and staffing as the charity move in to the recovery phase of the pandemic, to cover budgeted expenditure incurred in the current year as part of the continued delivery of charitable objectives.

Exeter Citizens Advice Bureau

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	358,308	-	358,308
Charitable activities	4	73,961	285,245	359,206
Investment income	5	1,626	-	1,626
Total income		<u>433,895</u>	<u>285,245</u>	<u>719,140</u>
Expenditure on:				
Charitable activities	6	<u>(349,867)</u>	<u>(287,823)</u>	<u>(637,690)</u>
Total expenditure		<u>(349,867)</u>	<u>(287,823)</u>	<u>(637,690)</u>
Net income/(expenditure)		<u>84,028</u>	<u>(2,578)</u>	<u>81,450</u>
Net movement in funds		84,028	(2,578)	81,450
Reconciliation of funds				
Total funds brought forward		<u>242,197</u>	<u>2,578</u>	<u>244,775</u>
Total funds carried forward	20	<u><u>326,225</u></u>	<u><u>-</u></u>	<u><u>326,225</u></u>

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

The funds breakdown for 2021 is shown in note 20.

The notes on pages 19 to 39 form an integral part of these financial statements.

Exeter Citizens Advice Bureau

(Registration number: 4334063)
Balance Sheet as at 31 March 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible assets	13	2	20,440
Investments	14	<u>1</u>	<u>1</u>
		<u>3</u>	<u>20,441</u>
Current assets			
Debtors	15	13,142	9,189
Investments	16	80,657	79,905
Cash at bank and in hand	17	<u>218,748</u>	<u>286,787</u>
		312,547	375,881
Creditors: Amounts falling due within one year	18	<u>(29,309)</u>	<u>(70,097)</u>
Net current assets		<u>283,238</u>	<u>305,784</u>
Net assets		<u>283,241</u>	<u>326,225</u>
Funds of the charity:			
Restricted income funds			
Restricted funds	20	672	-
Unrestricted income funds			
Unrestricted funds		<u>282,569</u>	<u>326,225</u>
Total funds	20	<u>283,241</u>	<u>326,225</u>

The notes on pages 19 to 39 form an integral part of these financial statements.

Exeter Citizens Advice Bureau

(Registration number: 4334063)
Balance Sheet as at 31 March 2022

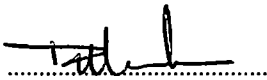
For the financial year ending 31 March 2022 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

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.

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

The financial statements on pages 14 to 39 were approved by the trustees, and authorised for issue on ~~22/6/22~~ and signed on their behalf by:



D J Mardon
Trustee



S J Morgan
Trustee

The notes on pages 19 to 39 form an integral part of these financial statements.

Exeter Citizens Advice Bureau

Statement of Cash Flows for the Year Ended 31 March 2022

	Note	2022 £	2021 £
Cash flows from operating activities			
Net cash (expenditure)/income		(42,984)	81,450
Adjustments to cash flows from non-cash items			
Depreciation		20,438	20,440
Investment income	5	<u>(1,084)</u>	<u>(1,626)</u>
		(23,630)	100,264
Working capital adjustments			
(Increase)/decrease in debtors	15	(3,953)	2,203
Decrease in creditors	18	(4,049)	(25,123)
Decrease in deferred income		<u>(36,739)</u>	<u>(17,594)</u>
Net cash flows from operating activities		(68,371)	59,750
Cash flows from investing activities			
Interest receivable and similar income	5	<u>1,084</u>	<u>1,626</u>
Net (decrease)/increase in cash and cash equivalents		(67,287)	61,376
Cash and cash equivalents at 1 April		<u>366,692</u>	<u>305,316</u>
Cash and cash equivalents at 31 March	19	<u><u>299,405</u></u>	<u><u>366,692</u></u>

All of the cash flows are derived from continuing operations during the above two periods.

The notes on pages 19 to 39 form an integral part of these financial statements.

Exeter Citizens Advice Bureau

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

1 Charity status

The charity is a charity limited by guarantee 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 and principal place of business is:

Dix's Field

Exeter

EX1 1QA

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

Exeter Citizens Advice Bureau 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 note(s).

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.

Group accounts not prepared

The financial statements present information about the charity as an individual undertaking and not about its group.

Exemption from preparing group accounts

The charity has taken advantage of the exemption in section 398 of the Companies Act 2006 from the requirement to prepare consolidated financial statements, on the grounds that it is a small sized group.

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.

Exeter Citizens Advice Bureau

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

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

Resources expended are allocated to the particular charitable activity where the costs relate directly to that activity. The cost of overall direction and administration of each activity is apportioned to each charitable activity on an appropriate basis.

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees'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.

Exeter Citizens Advice Bureau

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

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 £1,000.00 or more are initially recorded at cost.

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, fittings and equipment	5 years straight line basis
Leasehold improvements	Straight line basis over the life of the lease

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 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.

Exeter Citizens Advice Bureau

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

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.

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

The charity operates a defined contribution pension scheme. 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 2022 £	Total 2021 £
Donations and legacies;			
Donations from individuals	37,897	37,897	92,644
Grants, including capital grants;			
Government grants	263,227	263,227	265,664
	<u>301,124</u>	<u>301,124</u>	<u>358,308</u>

The income from donations and legacies in 2021 was £358,308 of which the entire amount was unrestricted.

Exeter Citizens Advice Bureau

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

4 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2022 £
Action for Children	-	10,500	10,500
Big Energy Saving Network	-	4,625	4,625
Carbon Monoxide Advice Project	-	6,375	6,375
Carers Advice on Benefits	-	11,559	11,559
Carers Income Maximisation	-	37,700	37,700
Citizens Advice (MaPS)	-	26,209	26,209
Citizens Advice Torbay	-	26,204	26,204
Devon Advice Services for Working Age Carers	-	28,975	28,975
Devon Community Foundation	-	10,235	10,235
Empower	-	7,925	7,925
Energy Advice Programme	-	6,000	6,000
Exeter & District Kidney Patients Association	9,012	-	9,012
Exeter & District MS Society	21,875	-	21,875
FORCE Cancer Charity	33,782	-	33,782
Heat Well for Less	-	601	601
Help to Claim	-	51,816	51,816
	64,669	228,724	293,393

Exeter Citizens Advice Bureau

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

	Unrestricted funds General £	Restricted funds £	Total 2021 £
Action for Children	-	10,900	10,900
Big Energy Saving Network	-	5,000	5,000
Big Energy Saving Week/Winter	-	2,000	2,000
Carers Advice on Benefits	-	12,384	12,384
Carers Income Maximisation	-	41,601	41,601
Citizens Advice (MaPS)	-	17,824	17,824
Citizens Advice Torbay	-	25,970	25,970
Devon Advice Services for Working Age Carers	-	28,946	28,946
Devon Community Foundation	-	10,000	10,000
Energy Advice Programme	-	3,720	3,720
Exeter & District Kidney Patients Association	8,748	-	8,748
Exeter & District MS Society	20,749	-	20,749
FORCE Cancer Charity	44,464	-	44,464
Healthwatch Devon	-	6,050	6,050
Citizens Advice (BEIS)	-	6,958	6,958
Heat Well for Less	-	7,357	7,357
Help to Claim	-	50,060	50,060
Quids for Kids	-	10,850	10,850
National Lottery Community Fund	-	16,328	16,328
Social Prescribing	-	29,297	29,297
	<u>73,961</u>	<u>285,245</u>	<u>359,206</u>

5 Investment income

	Unrestricted funds General £	Total funds £
Interest receivable and similar income; Interest receivable on bank deposits	<u>1,084</u>	<u>1,084</u>
Total for 2022	<u>1,084</u>	<u>1,084</u>
Total for 2021	<u>1,626</u>	<u>1,626</u>

Exeter Citizens Advice Bureau

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

6 Expenditure on charitable activities

	Unrestricted funds		Restricted funds	Total 2022
	Designated £	General £	£	£
Core service fund	-	302,209	-	302,209
Action for Children	-	-	10,500	10,500
Big Energy Saving Network	-	-	4,625	4,625
Capital Premises Fund	5,046	-	-	5,046
Carbon Monoxide Advice Project	-	-	6,375	6,375
Carers Advice on Benefits	-	-	11,559	11,559
Carers Income Maximisation	-	-	37,700	37,700
Citizens Advice (MaPS)	-	-	26,209	26,209
Citizens Advice Torbay	-	-	25,101	25,101
Covid Recovery Fund	15,034	-	-	15,034
Depreciation Fund	20,438	-	-	20,438
Devon Advice Services for Working Ages Carers	-	-	28,975	28,975
Devon Community Foundation	-	-	10,235	10,235
Empower	-	-	7,925	7,925
Energy Advice Programme	-	-	6,000	6,000
Exeter & District Kidney Patients Association	-	9,012	-	9,012
Exeter & District MS Society	-	21,875	-	21,875
FORCE Cancer Charity	-	33,782	-	33,782
Hazel Ball Memorial Fund	117	-	-	117
Heat Well for Less	-	-	601	601
Help to Claim	-	-	52,247	52,247
IT Replacement Fund	3,020	-	-	3,020
Total for 2022	43,655	366,878	228,052	638,585

Exeter Citizens Advice Bureau

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

	Unrestricted funds		Restricted funds	Total
	Designated	General		2021
	£	£	£	£
Core service fund	-	249,122	-	249,122
Action for Children	-	-	11,341	11,341
Big Energy Saving Network	-	-	5,000	5,000
Big Energy Saving Week/Winter	-	-	2,000	2,000
Capital Premises Fund	1,878	-	-	1,878
Carers Advice on Benefits	-	-	12,384	12,384
Carers Income Maximisation	-	-	41,601	41,601
Citizens Advice (MaPS)	-	-	17,824	17,824
Citizens Advice (BEIS)	-	-	6,958	6,958
Citizens Advice Torbay	-	-	29,698	29,698
Depreciation Fund	20,440	-	-	20,440
Devon Advice Services for Working Ages Carers	-	-	28,947	28,947
Devon Community Foundation	-	-	10,000	10,000
Energy Advice Programme	-	-	3,720	3,720
Exeter & District Kidney Patients Association	-	8,748	-	8,748
Exeter & District MS Society	-	20,749	-	20,749
FORCE Cancer Charity	-	44,463	-	44,463
Hazel Ball Memorial Fund	17	-	-	17
Healthwatch Devon	-	-	6,050	6,050
Heat Well for Less	-	-	7,356	7,356
Help to Claim	-	-	48,469	48,469
IT Replacement Fund	4,450	-	-	4,450
National Lottery Community Fund	-	-	16,328	16,328
Quids for Kids	-	-	10,850	10,850
Social Prescribing	-	-	29,297	29,297
Total for 2021	26,785	323,082	287,823	637,690

Exeter Citizens Advice Bureau

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

7 Analysis of governance costs

Governance costs

	Unrestricted funds General £	Total funds £
Independent examiner fees		
Examination of the financial statements	2,820	2,820
Total for 2022	2,820	2,820
Total for 2021	2,820	2,820

8 Net incoming/outgoing resources

Net outgoing/incoming resources for the year include:

	2022 £	2021 £
Depreciation of fixed assets	20,438	20,440

9 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.

Exeter Citizens Advice Bureau

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

10 Staff costs

The aggregate payroll costs were as follows:

	2022 £	2021 £
Staff costs during the year were:		
Wages and salaries	409,263	387,213
Social security costs	33,046	31,198
Pension costs	12,362	11,598
	<u>454,671</u>	<u>430,009</u>

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

	2022 No	2021 No
Charitable activities	<u>22</u>	<u>20</u>

13 (2021 - 12) of the above employees participated in the Defined Contribution Pension Schemes.

Pension costs are allocated to activities in proportion to the related staffing costs incurred and are wholly charged to unrestricted funds.

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 £135,345 (2021 - £117,292).

11 Independent examiner's remuneration

	2022 £	2021 £
Examination of the financial statements	<u>2,820</u>	<u>2,820</u>

Exeter Citizens Advice Bureau

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

12 Taxation

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

13 Tangible fixed assets

	Leasehold improvements £	Furniture and equipment £	Total £
Cost			
At 1 April 2021	103,911	68,302	172,213
At 31 March 2022	103,911	68,302	172,213
Depreciation			
At 1 April 2021	83,472	68,301	151,773
Charge for the year	20,438	-	20,438
At 31 March 2022	103,910	68,301	172,211
Net book value			
At 31 March 2022	1	1	2
At 31 March 2021	20,439	1	20,440

Included within the net book value of leasehold improvements above is £Nil (2021 - £Nil) in respect of freehold land and buildings and £1 (2021 - £20,439) in respect of leaseholds.

Exeter Citizens Advice Bureau

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

14 Fixed asset investments

	2022 £	2021 £
Shares in group undertakings and participating interests	<u>1</u>	<u>1</u>

Shares in group undertakings and participating interests

	Subsidiary undertakings £	Total £
Cost		
At 1 April 2021	<u>1</u>	<u>1</u>
At 31 March 2022	<u>1</u>	<u>1</u>
Net book value		
At 31 March 2022	<u>1</u>	<u>1</u>
At 31 March 2021	<u>1</u>	<u>1</u>

Details of undertakings

Details of the investments in which the charity holds 20% or more of the nominal value of any class of share capital are as follows:

Undertaking	Country of incorporation	Holding	Proportion of voting rights and shares held	Principal activity
Subsidiary undertakings				
Exeter Citizens Advice Bureau (Services) Limited Dix's Field, Exeter, EX1 1QA	England & Wales	Ordinary	100%	Dormant

Subsidiaries

The profit for the financial period of Exeter Citizens Advice Bureau (Services) Limited was £Nil (2021 - £Nil) and the aggregate amount of capital and reserves at the end of the period was £231 (2021 - £231).

Exeter Citizens Advice Bureau

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

15 Debtors

	2022 £	2021 £
Trade debtors	12,330	8,223
Prepayments	812	966
	<u>13,142</u>	<u>9,189</u>

16 Current asset investments

	2022 £	2021 £
Fixed term bonds	<u>80,657</u>	<u>79,905</u>

17 Cash and cash equivalents

	2022 £	2021 £
Cash on hand	473	902
Cash at bank	<u>218,275</u>	<u>285,885</u>
	<u>218,748</u>	<u>286,787</u>

18 Creditors: amounts falling due within one year

	2022 £	2021 £
Trade creditors	2,973	6,828
Other taxation and social security	7,562	8,827
Pension scheme creditor	1,303	773
Accruals	5,972	5,431
Deferred income	<u>11,499</u>	<u>48,238</u>
	<u>29,309</u>	<u>70,097</u>
	2022 £	2021 £
Deferred income at 1 April 2021	48,238	65,832
Resources deferred in the period	11,499	44,889
Amounts released from previous periods	<u>(48,238)</u>	<u>(62,483)</u>
Deferred income at year end	<u>11,499</u>	<u>48,238</u>

Exeter Citizens Advice Bureau

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

19 Analysis of net funds

	At 1 April 2021 £	Financing cash flows £	At 31 March 2022 £
Cash at bank and in hand	286,787	(68,039)	218,748
Current asset investments	<u>79,905</u>	<u>752</u>	<u>80,657</u>
Net debt	<u>366,692</u>	<u>(67,287)</u>	<u>299,405</u>

	At 1 April 2020 £	Financing cash flows £	At 31 March 2021 £
Cash at bank and in hand	226,590	60,197	286,787
Current asset investments	<u>78,726</u>	<u>1,179</u>	<u>79,905</u>
Net debt	<u>305,316</u>	<u>61,376</u>	<u>366,692</u>

Exeter Citizens Advice Bureau

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

20 Funds

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2022 £
Unrestricted funds					
<i>General</i>					
Unrestricted funds	80,883	366,477	(366,879)	(3,583)	76,898
<i>Designated</i>					
Capital Premises Fund	10,000	-	(5,046)	20,046	25,000
Hazel Ball Memorial Fund	490	-	(116)	-	374
IT Replacement	18,480	-	(3,020)	3,540	19,000
New Premises Depreciation Fund	20,440	-	(20,438)	-	2
Redundancy Fund	80,527	-	-	(6,637)	73,890
Advice for Life	2,587	400	-	(400)	2,587
Client Medical Support Fund	90	-	-	-	90
Post Pandemic Recovery Fund	100,000	-	(15,034)	(12,966)	72,000
Operations management budget	6,428	-	-	-	6,428
Innovation Fund	3,300	-	-	-	3,300
Volunteer fund	500	-	-	-	500
Sickness cover	2,500	-	-	-	2,500
	<u>245,342</u>	<u>400</u>	<u>(43,654)</u>	<u>3,583</u>	<u>205,671</u>
Total unrestricted funds	<u>326,225</u>	<u>366,877</u>	<u>(410,533)</u>	<u>-</u>	<u>282,569</u>

Exeter Citizens Advice Bureau

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

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2022 £
Restricted funds					
Action for Children	-	10,500	(10,500)	-	-
Big Energy Saving Network Fund	-	4,625	(4,625)	-	-
Carbon Monoxide Advice Project	-	6,375	(6,375)	-	-
Carers Advice on Benefits	-	11,559	(11,559)	-	-
Carers Income Maximisation	-	37,700	(37,700)	-	-
Citizens Advice (MaPS)	-	26,209	(26,209)	-	-
Citizens Advice Torbay	-	26,204	(25,101)	-	1,103
Devon Advice Services for Working Age Carers	-	28,975	(28,975)	-	-
Devon Community Foundation	-	10,235	(10,235)	-	-
Empower	-	7,925	(7,925)	-	-
Energy Advice Programme	-	6,000	(6,000)	-	-
Heat Well for Less	-	601	(601)	-	-
Help to Claim	-	51,816	(52,247)	-	(431)
Total restricted funds	-	228,724	(228,052)	-	672
Total funds	326,225	595,601	(638,585)	-	283,241

Exeter Citizens Advice Bureau

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	57,738	433,695	(323,082)	(87,468)	80,883
<i>Designated</i>					
Capital Premises Fund	10,000	-	(1,878)	1,878	10,000
Hazel Ball Memorial Fund	507	-	(17)	-	490
IT Replacement	17,516	-	(4,450)	5,414	18,480
New Premises Depreciation Fund	40,880	-	(20,440)	-	20,440
Redundancy Fund	71,553	-	-	8,974	80,527
Core Service Fund	35,726	-	-	(35,726)	-
Advice for Life	2,387	200	-	-	2,587
Client Medical Support Fund	90	-	-	-	90
Post Pandemic Recovery Fund	-	-	-	100,000	100,000
Operations management budget	-	-	-	6,428	6,428
Innovation Fund	3,300	-	-	-	3,300
Volunteer fund	-	-	-	500	500
Sickness cover	2,500	-	-	-	2,500
	<u>184,459</u>	<u>200</u>	<u>(26,785)</u>	<u>87,468</u>	<u>245,342</u>
Total unrestricted funds	<u>242,197</u>	<u>433,895</u>	<u>(349,867)</u>	<u>-</u>	<u>326,225</u>

Exeter Citizens Advice Bureau

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 £
Restricted					
Action for Children	441	10,900	(11,341)	-	-
Big Energy Saving Network Fund	-	5,000	(5,000)	-	-
Big Energy Saving Week	-	2,000	(2,000)	-	-
Carers Advice on Benefits	-	12,384	(12,384)	-	-
Carers Income Maximisation	-	41,601	(41,601)	-	-
Citizens Advice (MaPS)	-	17,824	(17,824)	-	-
Citizens Advice (BEIS)	-	6,958	(6,958)	-	-
Citizens Advice Torbay	3,728	25,970	(29,698)	-	-
Devon Advice Services for Working Age Carers	-	28,947	(28,947)	-	-
Devon Community Foundation	-	10,000	(10,000)	-	-
Energy Advice Programme	-	3,720	(3,720)	-	-
National Lottery Community Fund	-	16,328	(16,328)	-	-
Heat Well for Less	-	7,356	(7,356)	-	-
Healthwatch Devon	-	6,050	(6,050)	-	-
Help to Claim	(1,591)	50,060	(48,469)	-	-
Quids for Kids	-	10,850	(10,850)	-	-
Social Prescribing	-	29,297	(29,297)	-	-
Total restricted funds	2,578	285,245	(287,823)	-	-
Total funds	244,775	719,140	(637,690)	-	326,225

Exeter Citizens Advice Bureau

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

Designated Funds

Trustees have made the following provisions:

Advice for Life - a fund to support the development of new income generation initiatives.

Capital Premises Fund - a fund to cover the on-going costs of maintaining the Charity's premises.

Client Medical Support Fund - a fund to support clients to obtain medical evidence to support disability claims and appeals.

Core Service Fund - a fund to be used to offset the additional costs of delivering our core generalist service during 2021/22.

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

Hazel Ball Memorial Fund - a fund in memory of our former trustee, Hazel Ball, to be used to recognise the contribution of our volunteers.

Innovation Fund - a fund to support the development of new innovations in service delivery across the charity.

IT Replacement Fund - a fund for the on-going replacement of faulty equipment within the charity's IT systems. The fund is set at one third of the total replacement value.

New Premises Depreciation Fund - a fund to cover the costs of leasehold improvements, fixtures and fittings. This fund will be used to offset costs against the depreciation charged on these capital items over their expected useful economic life.

Operations management budget - a designated fund to be used at the discretion of the Operations Manager to cover short term staffing, or other, financial commitments in order to maintain our services

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.

Volunteer fund - a fund to support volunteer social events. The funds come from sponsorship and fundraising.

Exeter Citizens Advice Bureau

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

Restricted Funds

Action for Children - a contractual arrangement with Citizens Advice Devon (funded by Action for Children) to provide advice services in local Children's Centres.

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.

Big Energy Saving Winter (formerly Big Energy Saving Week) - grant funding from Citizens Advice to promote Big Energy Saving Winter to consumers.

Carbon Monoxide Advice Project - grant funding from Citizens Advice to support consumers in vulnerable situations and address carbon monoxide (CO) safety issues.

Carers Advice on Benefits - a contractual arrangement with Citizens Advice Devon (funded by Devon Carers) to provide additional advice services for adult carers of all ages.

Carers Covid Support - funding from Devon County Council, via Citizens Advice Devon, to support carers affected financially by the Coronavirus pandemic.

Citizens Advice (BEIS) - grant funding from the Department for Business, Energy and Industrial Strategy (BEIS) to support with our response to Coronavirus.

Citizens Advice (MaPS) - grant funding from the Money and Pensions Service (MaPS) to support with additional debt advice capacity.

Citizens Advice Torbay - income received to provide a shared management function across both Exeter and Torbay Citizens Advice charities.

Devon Advice Services for Working Age Carers - funding provided by Devon County Council through Citizens Advice Devon to provide an advice service for working age carers.

Devon Community Foundation - a grant to support our Coronavirus response.

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.

Healthwatch Devon - a grant from Citizens Advice Devon to employ a Healthwatch Champion to assist clients in need.

Heat Well for Less - a grant from Citizens Advice South Hams to support those in fuel poverty

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

National Lottery Community Fund - a grant to support our Coronavirus response with Advice Exeter partners.

Quids for Kids - a contractual arrangement with Devon County Council through Citizens Advice Devon to provide an income maximization service for families with disabled children. This contract employs one part-time adviser.

Exeter Citizens Advice Bureau

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

Social Prescribing Project - a grant from Citizens Advice Devon to research the advice needs of social prescribing practitioners in order for them to better support their patients.

21 Analysis of net assets between funds

	Unrestricted funds		Restricted funds	Total funds at 31 March 2022
	General	Designated		
	£	£	£	£
Tangible fixed assets	-	2	-	2
Fixed asset investments	1	-	-	1
Current assets	96,069	205,669	10,809	312,547
Current liabilities	(19,172)	-	(10,137)	(29,309)
Total net assets	<u>76,898</u>	<u>205,671</u>	<u>672</u>	<u>283,241</u>

	Unrestricted funds		Restricted funds	Total funds at 31 March 2021
	General	Designated		
	£	£	£	£
Tangible fixed assets	-	20,440	-	20,440
Fixed asset investments	1	-	-	1
Current assets	103,503	224,902	47,476	375,881
Current liabilities	(22,621)	-	(47,476)	(70,097)
Total net assets	<u>80,883</u>	<u>245,342</u>	<u>-</u>	<u>326,225</u>

22 Related party transactions

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

Torbay Citizens Advice Bureau

(Exeter Citizens Advice Bureau and Torbay Citizens Advice Bureau are deemed to be related parties due to the key management personnel of the entities.)

Key management services provided by Exeter Citizens Advice Bureau to Torbay Citizens Advice Bureau during the year totalled £32,139 (2021: £27,561).

The value of other expenditure recharged to Torbay Citizens Advice Bureau during the year was £2,858 (2021: £1,693).

The value of expenditure recharged to Exeter Citizens Advice Bureau during the year was £nil (2021: £nil)

At the balance sheet date the amount due to/from Torbay Citizens Advice Bureau was £Nil (2021 - £Nil).