

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 2024

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
D J Mardon
K M McDonald
S J Morgan
J R Oliver
D J Phillips
G T Richardson
S J Salter
M C Whitton
S Joseph

Charity Registration Number

1091143

Company Registration Number

4334063

The charity is incorporated in England and Wales.

Registered Office

Dix's Field
Exeter
EX1 1QA

Accountants

Thompson Jenner LLP
1 Colleton Crescent
Exeter
Devon

Bankers

EX2 4DG
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

Exeter Citizens Advice Bureau

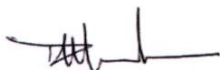
Chair's Report for the Year Ended 31 March 2024

Having had a difficult time in 2022/23, with our long-standing CEO resigning and his replacement also leaving by mutual consent halfway through the year, we entered 2023/24 expecting these problems to be resolved and looking forward to our new CEO commencing on 17th April 2023.

However, in the middle of 2023 Exeter City Council advised the charity that their £200,000 per annum funding of our core services would be cancelled. There would be no further financial support available after 31st March 2024. Following further discussion with the Council, they agreed to a one-off grant of £75,000 for 2024/25 to allow the charity some time to transition to a new, reduced service model. This was extremely disappointing. CAB Exeter has worked with the ECC for many years - each year a grant was awarded to the charity for it to provide much-needed services to the people of Exeter. The charity had no prior knowledge that 2024-25 would be any different, and ECC made no effort to inform CAB Exeter until the contract came up for review. At this time, our financial position and service delivery model had looked very much the same as in previous years, and our core service was operating as expected.

Following this dramatic change in the charity's financial position, the Board determined that the charity would continue to provide services to clients during 2024/25, whilst we restructured the core service, reduced the cost base, attracted alternative funding where possible, and considered what other changes could be made to continue providing our essential services.

This work has continued into 2024/25, and good progress has been made, with funding now sufficient to continue our services until at least 31st December 2025. The charity expects to raise further funding during the remainder of 2024, and in 2025, to allow it to continue its vital work, albeit at a much-reduced level.



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 2024 which comply with current statutory requirements, the charity's governing documents and prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The charity was incorporated on 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	
D J Mardon	
K M McDonald	
S J Morgan	
J R Oliver	
D J Philips	
G T Richardson	
S J Salter	
M C Whitton	
S Joseph	Appointed 13/11/23
N Trinca	Resigned 11/12/23
L E A Pattison	Resigned 27/09/23
R Lowe	Resigned 09/11/23
A R Langford	Resigned 19/04/23
S Julyan	

CEO:

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

Exeter Citizens Advice Bureau

Trustees' Report

Vision Statement

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

Mission Statement

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

Strategic Outcomes

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

Strategic Aims

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

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

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. Our national Citizens Advice financial monitoring tool shows the difference we made in Exeter in 2023- 24:

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

£2.73

in savings to
government and
public services
(fiscal benefits)

Total: £1,583,229

£20.88

in wider economic
and social benefits
(public value)

Total: £12,091,577

£13.97

in financial value to
the people we help
(specific outcomes
to individuals)

Total: £8,087,766

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

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

Client satisfaction

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

Overall we helped **6,046** people and dealt with **20,146** different issues.



73%

said their problem was
solved following advice



83%

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



83%

would **recommend** the
service

Exeter Citizens Advice Bureau

Trustees' Report

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



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



2 in 3 say they had difficulty knowing who to contact or how systems work before advice



4 in 5 experienced a shock or life event before their problem

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.

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

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

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.

Exeter Citizens Advice Bureau

Trustees' Report

Management

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

Suzanne Julyan - Chief Executive

Lyndsay Jarman - Assistant Chief Executive

Victoria Tate-Brown - Executive Assistant

Kathy Underwood - Operations Manager

Administration

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

Who used and benefited from our services?

The charity has a drop-in service. We offer telephone and digital advice and information services. Over the past year, we have continued to work with other Citizens Advice offices nationally delivering a telephone advice service.

Without the contribution of volunteers, our generalist advice and information service would not run. During the year, they have given in the region of 28,860 hours of time through regular volunteering, or equivalent to 15.8 full-time equivalent staff members, or some £431,679 in value. In addition, this year we were delighted to welcome 9 new volunteers. The 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.

During the year, 4 volunteers left; 1 to take paid employment, 1 to attend training/further education and 1 for personal reasons. This demonstrates the excellent in-house training support offered to our volunteers. The new skills and experience gained whilst volunteering are clearly valued by employers.

Client Profile

Of the clients who used the services of the charity during the year, over 76% were under 65 years of age, 60% were female, 87% of clients' ethnicity was white and 72% were disabled or living with a long-term health condition.

Advice Needs

During the year, the charity assisted 6,046 clients directly with their advice needs, involving 20,146 individual issues.

Exeter Citizens Advice Bureau

Trustees' Report

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

Client Issues	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	Grand Total
Benefits & tax credits	9606	9332	7180	7474	7812	7836	49240
Benefits Universal Credit	1120	4335	4319	7245	2539	2318	21876
Charitable Support & Food Banks					516	550	1066
Consumer goods & services	505	475	467	290	329	448	2514
Debt	4489	4790	2445	2208	1665	1899	17496
Education	84	51	41	40	54	47	317
Employment	1227	1163	1234	758	666	532	5580
Financial services & capability	308	329	294	316	265	286	1798
GVA & Hate Crime	190	158	110	78	78	132	746
Health & community care	365	299	311	250	209	287	1721
Housing	1182	1163	942	1306	1456	1650	7699
Immigration & asylum	272	328	153	215	176	234	1378
Legal	434	435	267	384	357	336	2213
Other	2455	2319	1133	1196	645	538	8286
Relationships & family	960	832	693	641	592	502	4220
Tax	187	218	129	123	187	186	1030
Travel & transport	226	214	199	189	189	327	1344
Utilities & communications	522	629	779	1483	2611	2317	8341
Grand Total	24132	27070	20696	24196	20346	20425	136865

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 almost 65% of our current client issues.

Given the uncertain economic climate for many of our clients amid the cost of living crisis, we expect to see continuing high levels of money and debt enquiries as household finances remain challenging for our clients.

We already identify clients who can use other national free debt providers as the volume of enquiries is not manageable within our resources. However, that does mean that the charity tends to retain the most vulnerable clients or those with high support needs. During the year, our clients presented with £908,600 in debts. Furthermore, we have achieved some £4m of financial gains for our clients.

We have assisted defendants in court who are in danger of losing their rented or mortgaged home. This is a high pressure situation, with a limited period of time to get the full details from the defendant, discuss the situation with the landlord or lender, help to get an agreement in place and then go into court with the defendant and speak on their behalf. In complex cases we occasionally request an adjournment, so that the defendant can be referred to a housing lawyer.

Exeter Citizens Advice Bureau

Trustees' Report

We offer all defendants a prearranged telephone call from Citizens Advice Exeter, and this will be followed up by any advice appointments the client needs. Numbers of housing cases listed at Exeter court are high and increasing. Housing enquiries made by Exeter residents across the 23/24 year formed 8% of all our enquiries, and we expect evictions in particular to rise significantly due to the massive rises in rents and mortgage interest rates.

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.

Digital

During the year, the charity has assisted additional clients by supporting 17,948 of website visits

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 Scam Awareness and Gambling Harm, to ensure that people have skills and confidence. We offer friendly and informal sessions designed to help everyone, no matter what their level of money knowledge or capability. Our trained staff and volunteers are able to cut through the jargon and pass on valuable tips which can really make a difference to people's lives. During the year the charity provided training courses or engagement events benefiting over 100.

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

Strategy

Cost of Living Crisis

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

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

Strategic Priorities 2024-25

Advice: We aim for everyone using our service to leave with the knowledge and confidence they need to find a way forward whilst offering quality experience to everyone who comes to us for help 80% client experience satisfaction score from those completing our client survey. "Green green" consistently in "advice" in Quality of Advice Assessments	Undertake review of our involvement with the GEM model and look at other options to ensure we are engaged with the best offer available for our clients Redesign the service delivery model in line with the reduction in funding Ensure we maintain enough resource to support our most vulnerable clients who are likely to need a 1-2-1 service Ensure all supervisors have completed the supervisor level debt training
Advocacy: We will use evidence we gather as a result of our clients' experiences to campaign for change in policies and services We will have: - produced two reports and used these to raise awareness at a local and national level. - taken part in a national campaign around scams awareness	Improve the quality of the evidence by training the workforce in the accurate recording of AIC codes Use evidence forms to prepare a report about the quality of the private rented sector in Exeter Use client stories to prepare a report about the impact of government policy on families with children Undertake at least one campaign this year to highlight key areas of concern raised at a national level – scam awareness
Technology: We will use digital technology to create new ways to help our clients and improve the experience for those who use our service We have - 5000 unique visitors to new website. - begun to explore the capabilities of AI and how this can enhance our service delivery	Commission a new website that is user friendly and supports self-help Explore secure and practical options for increased use of emails for communication with 3 rd parties in relation to core service and client information Using guidance from National CA, consider how best AI can be used to support the day-to-day running of the organisation and service delivery and implement
Sustainability: We will secure our future as a service through a more collaborative and proactive approach to service delivery with a focus on 3 key areas: Finance, People and Premises We will have - secured grants/funds to avoid the need for redundancies. - involved in partnership work, and, if feasible, have submitted bids with other agencies. - established affordable premises, which suits a redesigned service delivery model. - grown the volunteer workforce.	Review and enhance our fund-raising strategy to ensure that we prioritise income generation as a core focus for the year 2024-2025. Work with VCSE partners to submit a partnership bid Secure more cost-effective premises and make this fit for purpose for now and into the future
Culture Within our service, we aim to provide a welcoming and supportive environment for people to be who they are and value all unique contributions. We will strive to ensure that our service is accessible, particularly those marginalized groups and those at great risk or vulnerability We will have recruited volunteers through different channels and places in line with our EDI strategy	Ensure that our volunteer base, including trustees, is diverse and representative of the local community by positive action and promotion Working with local minority community groups, increase access to our service by completing an accessibility audit. This will include canvassing the public and asking an open-ended question, "What would you like CA Exeter to know?"

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.

Exeter Citizens Advice Bureau

Trustees' Report

During 2023/24 the charity has designated some £157,112 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.

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

ABC: Funding from Devon County Council for a Carers appeals service

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 COL grant: Funding from national Citizens Advice for supporting clients with the cost of living. Money was used to maintain the drop-in and increase outreach.

Devon Growing Communities Fund: Funding was used to enhance outreach opportunities in the community.

Energy Outreach Project: Funding to deliver energy advice and information in an outreach setting to consumers

Energy Advice Programme: Funding to deliver specialist energy advice.

Exeter Foodbank: Funding supporting Exeter Foodbank clients with benefits maximisation and to manage their debts with a view to them becoming less reliant on the foodbank.

National Lottery Awards for All: Funding from the National Lottery Community Fund for IT and equipment

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

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

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.

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

Exeter City Council Ukraine Support: Advice and Information project for Ukrainian Nationals

National Lottery Cost of Living: Funding was used to maintain the drop in and to increase our capacity to offer specialist debt advice.

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 at 31 March 2024 was £286,732. 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 £84,185 in a 1-year fixed term bond.

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 06561932. 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.

Exeter Citizens Advice Bureau

Trustees' Report

Risk management

Our Resources Committee 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 Resources Committee 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 Resources Committee 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

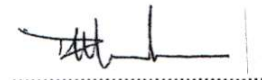
The trustee board continues to be convinced that the work that the charity does, and the services it provides, are crucial elements in ensuring that those most in need are supported in accessing their rights and entitlements. Without the charity, many clients would have nowhere to go and no-one to help them with their problems. With local Councils being financially stretched at the present time, the Trustees are looking for alternative sources of income during 2024/25

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

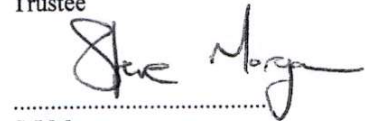
Collaboration: We will continue to collaborate more widely with other local Citizens Advice offices in Devon through Citizens Advice Devon, and through our partnership with Citizens Advice Torbay, with other local advice agencies and with other charities who need our advice services enabling us, other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

Digital Services: We will continue to 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 situations

The annual report was approved by the trustees of the charity on 21.11.24 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 applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

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

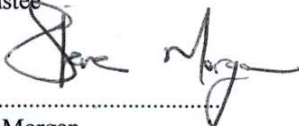
- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records that can disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the trustees of the charity on 27.11.24 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 2024.

Responsibilities and basis of report

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

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


Independent examiner's statement

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

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

1. accounting records were not kept in respect of 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: 5 December 2024

Exeter Citizens Advice Bureau

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

	Note	Unrestricted funds £	Restricted funds £	Total 2024 £
Income and Endowments from:				
Donations and legacies	3	304,451	-	304,451
Charitable activities	4	39,756	321,340	361,096
Investment income	5	4,811	-	4,811
Total Income		<u>349,018</u>	<u>321,340</u>	<u>670,358</u>
Expenditure on:				
Charitable activities	6	<u>(333,242)</u>	<u>(321,340)</u>	<u>(654,582)</u>
Total Expenditure		<u>(333,242)</u>	<u>(321,340)</u>	<u>(654,582)</u>
Net movement in funds		15,776	-	15,776
Reconciliation of funds				
Total funds brought forward		<u>270,956</u>	<u>-</u>	<u>270,956</u>
Total funds carried forward	21	<u><u>286,732</u></u>	<u><u>-</u></u>	<u><u>286,732</u></u>

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

Exeter Citizens Advice Bureau
(Registration number: 4334063)
Balance Sheet as at 31 March 2024

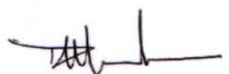
	Note	2024 £	2023 £
Fixed assets			
Tangible assets	13	-	2
Investments	14	<u>1</u>	<u>1</u>
		<u>1</u>	<u>3</u>
Current assets			
Debtors	15	22,767	30,564
Investments	16	84,185	81,743
Cash at bank and in hand	17	<u>278,590</u>	<u>243,307</u>
		385,542	355,614
Creditors: Amounts falling due within one year	18	<u>(98,811)</u>	<u>(84,661)</u>
Net current assets		<u>286,731</u>	<u>270,953</u>
Net assets		<u><u>286,732</u></u>	<u><u>270,956</u></u>
Funds of the charity:			
Unrestricted income funds			
Unrestricted funds		<u>286,732</u>	<u>270,956</u>
Total funds	21	<u><u>286,732</u></u>	<u><u>270,956</u></u>

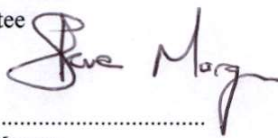
For the financial year ending 31 March 2024 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

The financial statements on pages 14 to 39 were approved by the trustees, and authorised for issue on 27/03/24 and signed on their behalf by:


D J Mardon
Trustee


.....
S J Morgan
Trustee

Exeter Citizens Advice Bureau

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

Prior year comparative

	Note	Unrestricted funds £	Restricted funds £	Total 2023 £
Income and Endowments from:				
Donations and legacies	3	278,551	-	278,551
Charitable activities	4	73,393	212,662	286,055
Investment income	5	1,824	-	1,824
Total income		<u>353,768</u>	<u>212,662</u>	<u>566,430</u>
Expenditure on:				
Charitable activities	6	<u>(366,053)</u>	<u>(212,662)</u>	<u>(578,715)</u>
Total expenditure		<u>(366,053)</u>	<u>(212,662)</u>	<u>(578,715)</u>
Net expenditure		(12,285)	-	(12,285)
Transfers between funds		<u>672</u>	<u>(672)</u>	<u>-</u>
Net movement in funds		(11,613)	(672)	(12,285)
Reconciliation of funds				
Total funds brought forward		<u>282,569</u>	<u>672</u>	<u>283,241</u>
Total funds carried forward	21	<u><u>270,956</u></u>	<u><u>-</u></u>	<u><u>270,956</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.

The funds breakdown for 2023 is shown in note 21.

Exeter Citizens Advice Bureau

Statement of Cash Flows for the Year Ended 31 March 2024

	Note	2024 £	2023 £
Cash flows from operating activities			
Net cash income/(expenditure)		15,776	(12,285)
Adjustments to cash flows from non-cash items			
Investment income	5	<u>(4,811)</u>	<u>(1,824)</u>
		10,965	(14,109)
Working capital adjustments			
Decrease/(increase) in debtors	15	7,797	(17,422)
Increase in creditors	18	41,090	27,778
(Decrease)/increase in deferred income		<u>(26,940)</u>	<u>27,574</u>
Net cash flows from operating activities		<u>32,912</u>	<u>23,821</u>
Cash flows from investing activities			
Interest receivable and similar income	5	4,811	1,824
Sale of tangible fixed assets		<u>2</u>	<u>-</u>
Net cash flows from investing activities		<u>4,813</u>	<u>1,824</u>
Net increase in cash and cash equivalents		37,725	25,645
Cash and cash equivalents at 1 April		<u>325,050</u>	<u>299,405</u>
Cash and cash equivalents at 31 March	20	<u><u>362,775</u></u>	<u><u>325,050</u></u>

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

Exeter Citizens Advice Bureau

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

1 Charity status

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

The address of its registered office 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

As summarised in the Chairman's (and Trustees') Report, there have been cuts to government funding which have had a significant impact on the local authority (in common with many parts of the UK), and in turn on the charity's income for the next financial year, 2024-25. Exeter City Council (ECC), whilst continuing to be supportive, has not renewed the contract for services provided by the charity, which previously brought income of £200,000 per annum. ECC has however granted a one-off interim award of £75,000 for 2024-25. This financial situation will inevitably impact on the services that the charity can provide in the future.

The Board of the charity has prepared a budget for 2024-25, which is dependent upon the maximisation of income from other funding sources, and on the reduction of costs wherever possible. As a number of these actions relate to future events, there is inevitably material uncertainty about the outcomes, however the Trustees are confident that the charity can continue in some form, although the services provided by the charity will potentially be restricted.

As at 31/3/24, the charity had unrestricted reserves of £287k, which will be utilised in part to support the operation of the charity for at least the next 12 months, as it seeks to reshape and reprioritise resources. Given that these reserves exist, and there are plans to increase income from other sources and to reduce costs, the Trustees consider it appropriate for the Financial Statements to be prepared on a going concern basis.

Group accounts not prepared

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

Exeter Citizens Advice Bureau

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

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. Income is shown net of sales/value added tax, returns and discounts.

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 meetings and reimbursed expenses.

Exeter Citizens Advice Bureau

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

Government grants

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

Taxation

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

Tangible fixed assets

Individual fixed assets costing £1,000.00 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

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

Asset class

Fixtures, fittings and equipment

Leasehold improvements

Depreciation method and rate

5 years straight line basis

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.

Exeter Citizens Advice Bureau

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

Trade creditors

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

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

Fund structure

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

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.

Financial instruments

Classification

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the charity after deducting all of its liabilities.

Recognition and measurement

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction price and subsequently measured at their settlement value.

Investments

Investments in subsidiaries and associates are measured at cost less impairment.

3 Income from donations and legacies

	Unrestricted funds General £	Total 2024 £	Total 2023 £
Donations and legacies;			
Donations from individuals	29,024	29,024	15,324
Grants, including capital grants;			
Government grants	275,427	275,427	263,227
	<u>304,451</u>	<u>304,451</u>	<u>278,551</u>

Exeter Citizens Advice Bureau

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

4 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2024 £
ABC Income	-	12,500	12,500
Action for Children	-	13,190	13,190
CAB Project	-	24,300	24,300
Centurion	1,684	-	1,684
Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan	-	69,248	69,248
Citizens Advice Cost of Living Grant	-	15,000	15,000
Devon Advice Services for Working Age Carers	-	33,005	33,005
Devon Growing Communities Fund	-	1,000	1,000
Empower	-	711	711
Energy Advice Programme	-	22,050	22,050
Energy Outreach Project	-	1,750	1,750
Exeter City Council Ukraine Support	12,160	-	12,160
Exeter & District Kidney Patients Association	9,556	-	9,556
Exeter & District MS Society	16,356	-	16,356
Exeter Foodbank	-	6,247	6,247
National Lottery Awards for All	-	9,993	9,993
National Lottery Cost of Living grant	-	67,713	67,713
One Devon	-	1,750	1,750
Torbay CA Management Income	-	42,883	42,883
	39,756	321,340	361,096

Exeter Citizens Advice Bureau

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

	Unrestricted funds General £	Restricted funds £	Total 2023 £
Action for Children	-	10,500	10,500
Arnold Clark	1,000	-	1,000
Big Energy Saving Network	-	875	875
CAB Project	-	14,759	14,759
Carbon Monoxide Advice Project	-	8,725	8,725
Carers Income Maximisation	-	37,700	37,700
Carers Income Maximisation Partner Payments	-	16,798	16,798
Centurion	9,839	-	9,839
Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan	-	28,611	28,611
COMF Fund	18,608	-	18,608
Citizens Advice Torbay	-	31,975	31,975
Devon Advice Services for Working Age Carers	-	30,176	30,176
Empower	-	8,515	8,515
Energy Advice Programme	-	10,000	10,000
Exeter City Council Ukraine Support	14,976	-	14,976
Exeter & District Kidney Patients Association	9,192	-	9,192
Exeter & District MS Society	15,880	-	15,880
FORCE Cancer Charity	3,898	-	3,898
Macmillan	-	14,028	14,028
	<u>73,393</u>	<u>212,662</u>	<u>286,055</u>

5 Investment income

	Unrestricted funds General £	Total funds £
Interest receivable and similar income; Interest receivable on bank deposits	<u>4,811</u>	<u>4,811</u>
Total for 2024	<u>4,811</u>	<u>4,811</u>
Total for 2023	<u>1,824</u>	<u>1,824</u>

Exeter Citizens Advice Bureau

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

6 Expenditure on charitable activities

	Unrestricted funds		Restricted funds	Total 2024
	Designated	General		
	£	£	£	£
ABC Income	-	-	12,500	12,500
Action for Children	-	-	13,190	13,190
CAB Project	-	-	24,300	24,300
Capital Premises Fund	3,925	-	-	3,925
Centurion	-	1,644	-	1,644
Citizens Advice Cost of Living Grant	-	-	15,000	15,000
Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan	-	-	69,248	69,248
Core service fund	-	288,087	-	288,087
Devon Advice Services for Working Ages Carers	-	-	33,005	33,005
Devon Growing Communities Fund	-	-	1,000	1,000
Empower	-	-	711	711
Energy Advice Programme	-	-	22,050	22,050
Energy Outreach Project	-	-	1,750	1,750
Exeter City Council Ukraine Support	-	12,160	-	12,160
Exeter & District Kidney Patients Association	-	9,556	-	9,556
Exeter & District MS Society	-	16,356	-	16,356
Exeter Foodbank	-	-	6,247	6,247
IT Replacement Fund	1,514	-	-	1,514
National Lottery Awards for All Grant	-	-	9,993	9,993
National Lottery Cost of Living Grant	-	-	67,713	67,713
One Devon	-	-	1,750	1,750
Torbay CA Mangement	-	-	42,883	42,883
Total for 2024	<u>5,439</u>	<u>327,803</u>	<u>321,340</u>	<u>654,582</u>

Exeter Citizens Advice Bureau

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

	Unrestricted funds		Restricted funds	Total 2023
	Designated	General	funds	2023
	£	£	£	£
Action for Children	-	-	10,500	10,500
Arnold Clark	-	1,000	-	1,000
Big Energy Saving Network	-	-	875	875
CAB Project	-	-	14,759	14,759
Capital Premises Fund	4,130	-	-	4,130
Carbon Monoxide Advice Project	-	-	8,725	8,725
Carers Income Maximisation	-	-	37,700	37,700
Carers Income Maximisation Partner Payments	-	-	16,798	16,798
Centurion	-	9,839	-	9,839
Citizens Advice Torbay	-	-	31,975	31,975
Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan	-	-	28,611	28,611
Core service fund	-	302,002	-	302,002
Devon Advice Services for Working Ages Carers	-	-	30,176	30,176
Empower	-	-	8,515	8,515
Energy Advice Programme	-	-	10,000	10,000
Exeter City Council Ukraine Support	-	12,672	-	12,672
Exeter & District Kidney Patients Association	-	9,192	-	9,192
Exeter & District MS Society	-	15,880	-	15,880
FORCE Cancer Charity	-	3,898	-	3,898
Hazel Ball Memorial Fund	30	-	-	30
Innovation Fund	2,996	-	-	2,996
IT Replacement Fund	3,571	-	-	3,571
Macmillan	-	-	14,028	14,028
Sickness Fund	843	-	-	843
Total for 2023	<u>11,570</u>	<u>354,483</u>	<u>212,662</u>	<u>578,715</u>

Exeter Citizens Advice Bureau

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

7 Analysis of governance costs

Governance costs

	Unrestricted funds General £	Total funds £
Independent examiner fees		
Examination of the financial statements	2,820	2,820
Depreciation, amortisation and other similar costs	2	2
Total for 2024	<u>2,822</u>	<u>2,822</u>
Total for 2023	<u>2,820</u>	<u>2,820</u>

8 Net incoming/outgoing resources

Net incoming/outgoing resources for the year include:

	2024 £	2023 £
Loss on disposal of fixed assets held for the charity's own use	<u>2</u>	<u>-</u>

9 Trustees remuneration and expenses

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

Trustees were reimbursed a total of £514.61 (2023: £261.98) in relation to reclaimed expenses during the year.

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

Exeter Citizens Advice Bureau

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

10 Staff costs

The aggregate payroll costs were as follows:

	2024 £	2023 £
Staff costs during the year were:		
Wages and salaries	427,307	369,508
Social security costs	35,753	31,577
Pension costs	11,956	10,508
	<u>475,016</u>	<u>411,593</u>

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

	2024 No	2023 No
Charitable activities	<u>19</u>	<u>19</u>

13 (2023 - 12) of the above employees participated in the Defined Contribution Pension Schemes.

During the year, the charity made redundancy and/or termination payments which totalled £Nil (2023 - £3,757). 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 £112,236 (2023 - £108,065).

11 Independent examiner's remuneration

	2024 £	2023 £
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 2024

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 2023	103,911	68,302	172,213
Disposals	(103,911)	(68,302)	(172,213)
At 31 March 2024	-	-	-
Depreciation			
At 1 April 2023	103,910	68,301	172,211
Eliminated on disposals	(103,910)	(68,301)	(172,211)
At 31 March 2024	-	-	-
Net book value			
At 31 March 2024	-	-	-
At 31 March 2023	1	1	2

Included within the net book value of leasehold improvements above is £Nil (2023 - £Nil) in respect of freehold land and buildings and £Nil (2023 - £1) in respect of leaseholds.

14 Fixed asset investments

	2024 £	2023 £
Shares in group undertakings and participating interests	1	1

Exeter Citizens Advice Bureau

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

Shares in group undertakings and participating interests

	Subsidiary undertakings £	Total £
Cost		
At 1 April 2023	<u>1</u>	<u>1</u>
At 31 March 2024	<u>1</u>	<u>1</u>
Net book value		
At 31 March 2024	<u>1</u>	<u>1</u>
At 31 March 2023	<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

15 Debtors

	2024 £	2023 £
Trade debtors	17,421	27,029
Prepayments	<u>5,346</u>	<u>3,535</u>
	<u>22,767</u>	<u>30,564</u>

16 Current asset investments

	2024 £	2023 £
Fixed term bonds	<u>84,185</u>	<u>81,743</u>

Exeter Citizens Advice Bureau

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

17 Cash and cash equivalents

	2024 £	2023 £
Cash on hand	462	1,222
Cash at bank	278,128	242,085
	<u>278,590</u>	<u>243,307</u>

18 Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	40,229	1,881
Other taxation and social security	9,249	8,246
Other creditors	30,458	27,281
Pension scheme creditor	2,722	1,254
Accruals	4,020	6,926
Deferred income	12,133	39,073
	<u>98,811</u>	<u>84,661</u>
	2024 £	2023 £
Deferred income at 1 April 2023	39,073	11,499
Resources deferred in the period	12,133	37,475
Amounts released from previous periods	(39,073)	(9,901)
Deferred income at year end	<u>12,133</u>	<u>39,073</u>

Exeter Citizens Advice Bureau

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

19 Pension and other schemes

Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £11,956 (2023 - £10,508).

20 Analysis of net funds

	At 1 April 2023 £	Financing cash flows £	At 31 March 2024 £
Cash at bank and in hand	243,307	35,283	278,590
Current asset investments	81,743	2,442	84,185
Net debt	<u>325,050</u>	<u>37,725</u>	<u>362,775</u>
	At 1 April 2022 £	Financing cash flows £	At 31 March 2023 £
Cash at bank and in hand	218,748	24,559	243,307
Current asset investments	80,657	1,086	81,743
Net debt	<u>299,405</u>	<u>25,645</u>	<u>325,050</u>

Exeter Citizens Advice Bureau

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

21 Funds

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
Unrestricted funds					
<i>General</i>					
Unrestricted funds	71,765	349,018	(327,801)	77,095	170,077
<i>Designated</i>					
Advice for Life	2,587	-	-	-	2,587
Capital Premises Fund	5,000	-	(3,925)	3,925	5,000
Client Medical Support Fund	90	-	-	-	90
Hazel Ball Memorial Fund	344	-	-	-	344
Innovation Fund	3,300	-	-	(3,300)	-
IT Replacement	19,000	-	(1,514)	1,514	19,000
New Premises Depreciation Fund	2	-	(2)	-	-
Operations management budget	6,428	-	-	(6,428)	-
Post Pandemic Recovery Fund	80,000	-	-	(80,000)	-
Redundancy Fund	79,440	-	-	7,694	87,134
Sickness cover	2,500	-	-	-	2,500
Volunteer fund	500	-	-	(500)	-
	199,191	-	(5,441)	(77,095)	116,655
Total unrestricted funds	270,956	349,018	(333,242)	-	286,732
Restricted funds					

Exeter Citizens Advice Bureau

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

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
ABC	-	12,500	(12,500)	-	-
Action for Children	-	13,190	(13,190)	-	-
Carers Advice on Benefits	-	24,300	(24,300)	-	-
Citizens Advice COL grant	-	15,000	(15,000)	-	-
Devon Advice Services for Working Age Carers	-	33,005	(33,005)	-	-
Devon Growing Communities Fund	-	1,000	(1,000)	-	-
Empower	-	711	(711)	-	-
Energy Advice Programme	-	22,050	(22,050)	-	-
Macmillan	-	69,248	(69,248)	-	-
Energy Outreach Project	-	1,750	(1,750)	-	-
Exeter Foodbank	-	6,247	(6,247)	-	-
National Lottery Awards for All grant	-	9,993	(9,993)	-	-
National Lottery COL grant	-	67,713	(67,713)	-	-
One Devon	-	1,750	(1,750)	-	-
Torbay Management	-	42,883	(42,883)	-	-
Total restricted funds	-	321,340	(321,340)	-	-
Total funds	<u>270,956</u>	<u>670,358</u>	<u>(654,582)</u>	-	<u>286,732</u>

Exeter Citizens Advice Bureau

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

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
Unrestricted funds					
<i>General</i>					
Unrestricted funds	76,898	353,768	(354,483)	(4,418)	71,765
<i>Designated</i>					
Advice for Life	2,587	-	-	-	2,587
Capital Premises Fund	25,000	-	(4,130)	(15,870)	5,000
Client Medical Support Fund	90	-	-	-	90
Hazel Ball Memorial Fund	374	-	(30)	-	344
Innovation Fund	3,300	-	(2,996)	2,996	3,300
IT Replacement	19,000	-	(3,571)	3,571	19,000
New Premises Depreciation Fund	2	-	-	-	2
Operations management budget	6,428	-	-	-	6,428
Post Pandemic Recovery Fund	72,000	-	-	8,000	80,000
Redundancy Fund	73,890	-	-	5,550	79,440
Sickness cover	2,500	-	(843)	843	2,500
Volunteer fund	500	-	-	-	500
	205,671	-	(11,570)	5,090	199,191
Total unrestricted funds	282,569	353,768	(366,053)	672	270,956
Restricted					

Exeter Citizens Advice Bureau

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

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
Action for Children	-	10,500	(10,500)	-	-
Big Energy Saving Network Fund	-	875	(875)	-	-
Carbon Monoxide Advice Project	-	8,725	(8,725)	-	-
Carers Income Maximisation Partner Payments	-	16,798	(16,798)	-	-
Carers Income Maximisation	-	37,700	(37,700)	-	-
Carers Advice on Benefits	-	14,759	(14,759)	-	-
Citizens Advice Torbay	1,103	31,975	(31,975)	(1,103)	-
Devon Advice Services for Working Age Carers	-	30,176	(30,176)	-	-
Devon Macmillan	-	28,611	(28,611)	-	-
Empower	-	8,515	(8,515)	-	-
Energy Advice Programme	-	10,000	(10,000)	-	-
Help to Claim	(431)	-	-	431	-
Macmillan	-	14,028	(14,028)	-	-
Total restricted funds	<u>672</u>	<u>212,662</u>	<u>(212,662)</u>	<u>(672)</u>	<u>-</u>
Total funds	<u>283,241</u>	<u>566,430</u>	<u>(578,715)</u>	<u>-</u>	<u>270,956</u>

Exeter Citizens Advice Bureau

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

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.

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 2024.

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 2024

Restricted Funds

ABC - Funding from Devon County Council for a Carers appeals 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.

Citizens Advice COL grant - Funding from national Citizens Advice for supporting clients with the cost of living. Money was used to maintain the drop-in and increase outreach.

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 (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.

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

Devon 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 Growing Communities Fund - Funding was used to enhance outreach opportunities in the community.

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.

Energy Outreach Project - To deliver energy advice and information in an outreach setting to consumers.

Exeter Foodbank - Funding supported Exeter Foodbank clients with benefits maximisation and to manage their debts with a view to them becoming less reliant on the foodbank.

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

National Lottery Awards for All - Funding from the National Lottery Community Fund for IT and equipment.

National Lottery COL Grant - Funding was used to maintain the drop in and to increase our capacity to offer specialist debt advice.

One Devon funding - NHS Southwest cost of living community fund grant funding received for Exeter drop in service.

Exeter Citizens Advice Bureau

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

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

Exeter Citizens Advice Bureau

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

22 Analysis of net assets between funds

	Unrestricted funds		Restricted funds	Total funds at 31 March 2024
	General	Designated		
	£	£	£	£
Fixed asset investments	1	-	-	1
Current assets	91,277	283,495	10,770	385,542
Current liabilities	(88,041)	-	(10,770)	(98,811)
Total net assets	<u>3,237</u>	<u>283,495</u>	<u>-</u>	<u>286,732</u>

	Unrestricted funds		Restricted funds	Total funds at 31 March 2023
	General	Designated		
	£	£	£	£
Tangible fixed assets	-	2	-	2
Fixed asset investments	1	-	-	1
Current assets	124,705	199,189	31,720	355,614
Current liabilities	(52,941)	-	(31,720)	(84,661)
Total net assets	<u>71,765</u>	<u>199,191</u>	<u>-</u>	<u>270,956</u>

23 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 £42,884 (2023: £27,226).

The value of other expenditure recharged to Torbay Citizens Advice Bureau during the year was £3,346 (2023: £1,464).

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

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