

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 2025

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

## **Exeter Citizens Advice Bureau**

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## **Exeter Citizens Advice Bureau**

### **Reference and Administrative Details**

**Chairman** R G G Willmott

**Trustees** R G G Willmott  
H S Fowler  
K M McDonald  
S J Morgan  
J R Oliver  
D J Phillips  
G T Richardson  
S J Salter  
S Joseph  
I S Percival  
R A Scott  
M J Yeo

**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  
Chartered Accountants  
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



## **Exeter Citizens Advice Bureau**

### **Chair's Report for the Year Ended 31 March 2025**

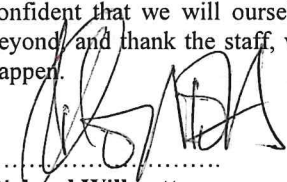
The year has been one of significant change. Our Chair, Dennis Mardon, retired at the AGM in November 2024 after twenty years dedicated, and much appreciated, service as evidenced by those attending his leaving do attended by the Deputy Lieutenant of Devon and the Deputy Lord Mayor of Exeter City Council. During Dennis' tenure Citizens Advice Exeter was awarded the prestigious Queens Award for Voluntary Service and he personally received an MBE. We all wish him a big thank you and happy retirement.

I have been in post since November 2024 and have been overwhelmed by the dedication, professionalism and enthusiasm of all those connected with Citizens Advice Exeter, be it staff volunteers or Trustees.

The year has been dominated by our response to the decision by Exeter City Council to discontinue their funding from 2025/2026 and to reduce it to £75k from £200k for 2024/25. The senior management team, led by Sue Julyan, implemented some material changes to the organisation in order to sustain as much of our services as possible with reduced resources. We are now open only two days a week for drop in services, have reduced the size of offices by 50%, reduced staff hours, not replaced staff and had redundancies. In addition we have been actively, and successfully, increasing our fundraising activities. The net result of all these actions is that we have managed to end the year with a surplus of £34k. We are budgeting a deficit of £93k for 2025/26 whilst we very energetically continue with fund raising activities.

During 2025 we spent a considerable amount of time meeting with Exeter City Councillors and Officers and made presentations to the Customer Focus Scrutiny in an attempt to get the Council's funding decision changed. Despite very considerable support from a significant minority of Councillors this was not successful. We are continuing to have a dialogue with the Council and to explain what the impact of us not being there will have on Exeter citizens. We are hopeful that these discussions will result in our achieving a new funding stream for 2026/7.

During 2024/5 we helped 5,000 people find a way forward. The financial value to them resulting from our help was £9.4m. Additionally the amount saved to local authorities by our helping clients avoid eviction and homelessness was £134k, the total savings to the NHS by reducing use of mental health and GP services amounted to £280k and the savings to the Department of Work and Pensions through keeping people in work was £765k. With such compelling evidence It is hard to argue against support for our continued existence. I am confident that we will ourselves find a way forward to continue to serve the people of Exeter in 2026 and beyond and thank the staff, volunteers and Trustees for their commitment and hard work towards making that happen.



.....  
**Richard Willmott**  
**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 and auditors' report of the charitable company for the year ended 31 March 2025 which comply with current statutory requirements, the charity's governing documents and prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The charity was incorporated on 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:

Chairman:	R G G Willmott (appointed 30 July 2024)
Trustees:	H S Fowler
	D J Mardon      Resigned 27/11/24
	K M McDonald
	S J Morgan
	J R Oliver
	D J Philips
	G T Richardson
	S J Salter
	M C Whitton      Resigned 27/11/24
	S Joseph
	I S Percival      Appointed 27/11/24
	R G G Willmott Appointed 30/07/24
	R A Scott      Appointed 28/07/24
	M J Yeo      Appointed 17/07/24
CEO:	S Julyan

#### **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.



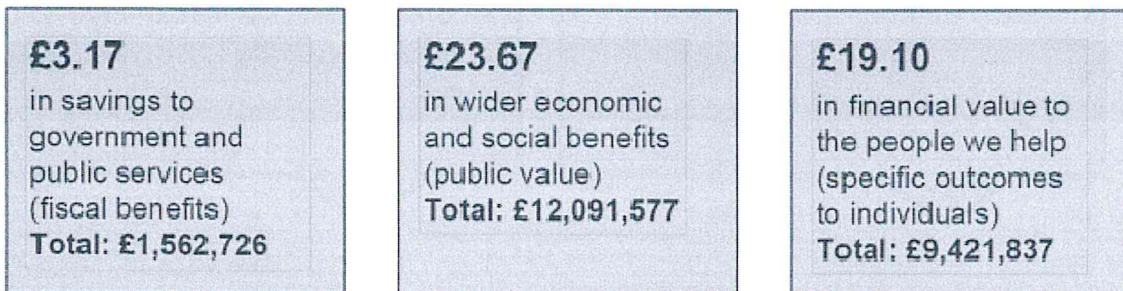
## Exeter Citizens Advice Bureau

### 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 2024- 25:

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



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

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

#### Client satisfaction

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

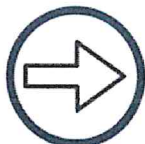
Overall we helped 5,070 people and dealt with 18,578 different issues.



**81%**  
said their problem was  
**solved** following advice



**90%**  
said we **helped** them  
find a way forward



**88%**  
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  
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 24,000 hours of time through regular volunteering, or equivalent to 15.8 providing the equivalent of £600,000 worth of donated time. In addition, this year we were delighted to welcome 14 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, 10 volunteers left. Some left to take paid employment and others to attend training/further education or 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 79% were under 65 years of age, 58% were female, 68% of clients' ethnicity was white British and 63% were disabled or living with a long-term health condition.

#### *Advice Needs*

During the year, the charity assisted 5,070 clients directly with their advice needs, involving 18,578 individual issues.



## Exeter Citizens Advice Bureau

### Trustees' Report

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

<b>Client Issues</b>	<b>2019-20</b>	<b>2020-21</b>	<b>2021-22</b>	<b>2022-23</b>	<b>2023-24</b>	<b>2024-25</b>	<b>Grand Total</b>
Benefits & tax credits	9332	7180	7474	7812	7836	7787	47521
Benefits Universal Credit	4335	4319	7245	2539	2318	1730	22486
Charitable Support & Food Banks				516	550	440	1506
Consumer goods & services	475	467	290	329	448	634	2643
Debt	4790	2445	2208	1665	1899	1852	14769
Education	51	41	40	54	47	42	275
Employment	1163	1234	758	666	532	520	4873
Financial services & capability	329	294	316	265	286	246	1736
GVA & Hate Crime	158	110	78	78	132	54	610
Health & community care	299	311	250	209	287	266	1622
Housing	1163	942	1306	1456	1650	1380	7897
Immigration & asylum	328	153	215	176	234	244	1350
Legal	435	267	384	357	336	320	2099
Other	2319	1133	1196	645	538	455	6286
Relationships & family	832	693	641	592	502	459	3719
Tax	218	129	123	187	186	114	957
Travel & transport	214	199	189	189	327	288	1416
Utilities & communications	629	779	1483	2611	2317	1747	9566
<b>Grand Total</b>	<b>27070</b>	<b>20696</b>	<b>24196</b>	<b>20346</b>	<b>20425</b>	<b>18578</b>	<b>313311</b>

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 61% 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, we wrote off £371,106 worth of debt for our clients. 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 24/25 year formed 7.5% of all our enquiries, and we expect eviction in particular to rise significantly due to the continued high cost of 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 9,200 website visits. We have had 897 'X' impressions, 1 new follower and a total number of 2,227 followers. On Facebook, we have had 601 page visits, 2 new page likes and a total number of 176 followers.

#### *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:



## Exeter Citizens Advice Bureau

### Trustees' Report

#### Strategic Priorities 2025-26

<b>Advice:</b> To ensure that everyone using our service leaves with an accurate knowledge and confidence they need to find a way forward 80% client experience satisfaction score from those completing our client survey. "Green green" consistently in "advice" in Quality of Advice As	Work with our Adviceline partners and other Devon LCAs to align our service delivery models and consider some shared services/closer working Continue to consider 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 f-2-f service Ensure all trainees and existing volunteers continue to receive the ongoing support and training they need, despite reduced resource
<b>Advocacy:</b> To use evidence we gather as a result of all clients' experiences to campaign for change in policies and services We will: -have produced a report and used the -is to raise awareness at a local and national level. -have ensured that key issues in the local community are highlighted on both a local and national level (where appropriate)	Give advisers more enthusiasm for campaigning and an understanding of the purpose of this Build client stories Utilise our position at Citizens Advice Exeter to be a voice for the people to make a difference and campaign for change Engage with local media Raise the profile of CA Exeter Publish a report about government policies affecting families with children Contribute to CA's national and regional bodies
<b>Technology:</b> To use digital technology to create new ways to help all clients and improve the experience for those using our service We will -have 5000 unique visitors to new website. -have 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 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
<b>Sustainability:</b> To 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. -be involved in partnership work, and, if feasible, have submitted bids with other agencies. -have established affordable premises, which suits a redesigned service delivery model. -have 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 2025-2028. Work with VCSE partners to submit partnership bids. Secure more cost-effective premises and make this fit for purpose for now and into the future. Increase the capacity of the training team and therefore increase the volunteer workforce
<b>Culture</b> To provide a supportive environment for all people to be who they are and value all unique contributions. We will have recruited volunteers through different channels and places in line with our EDI strategy	Raise the profile in the community and beyond of our commitment to EDI across the service Ensure that our status as a hate crime reporting centre enables those in the community to act when a hate crime is committed Develop a better understanding of how accessible we are to minority groups in the community Raise the awareness of the workforce in terms of minority groups in the local community

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.

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.

## Exeter Citizens Advice Bureau

### Trustees' Report

**Awards for All National Lottery Funding:** Funding to support us with joining a shared telephone advice line with Citizens Advice Teignbridge and Citizens Advice South Hams.

**Hospiscare Project:** Funding to provide advice to patients and their families attending the Hospice.

**Devon Growing Communities Fund:** Funding was used to support our service in the County Court supporting clients at risk of eviction.

**Gibbons Trust:** Funding was used to support our service in the County Court supporting clients at risk of eviction.

**Jamieson-Bystock Trust:** Funding to support those at risk of losing their home by providing energy advice and welfare benefits advice.

**Norman Trust:** Funded to support us with continuing to offer a drop-in and to provide the appropriate level of supervision and training.

**National Lottery Awards for All:** Funding to enable us to join a shared telephone advice line with Citizens Advice South Hams and Citizens Advice Teignbridge.

**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 Project:** 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 Project:** 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 Project:** A contractual arrangement funded by Exeter and District Multiple Sclerosis Society: Funding 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 Project:** 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.

**Money Advice Project for Exeter City Council:** A contractual arrangement to provide a full-time money adviser to those referred directly by Exeter City Council housing caseworkers.

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

#### *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 2025 was £294,909. 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 £86,515 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 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 2025/26.

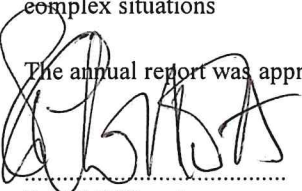
We will continue to proactively raise vital funds and seek new project partners. We will raise awareness in the community of our status as a local, independent charity reliant on grant funding and donations.

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 27/8/25 and signed on its behalf by:

  
.....  
R G G Willmott

Chairman and 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".

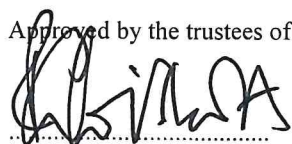
Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources 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.

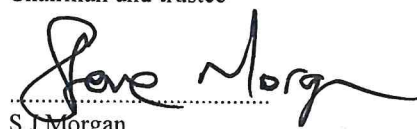
The trustees are responsible for keeping proper accounting records that can disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding 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 27/8/25 and signed on its behalf by:



R G G Willmott  
Chairman and 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 2025.

#### **Responsibilities and basis of report**

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

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

#### **Independent examiner's statement**

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, 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 ACA FCCA

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

Date:.....

## Exeter Citizens Advice Bureau

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

	Note	Unrestricted funds £	Restricted funds £	Total 2025 £
<b>Income and Endowments from:</b>				
Donations and legacies	3	215,087	553	215,640
Charitable activities	4	15,428	311,200	326,628
Investment income	5	6,845	-	6,845
Total Income		<u>237,360</u>	<u>311,753</u>	<u>549,113</u>
<b>Expenditure on:</b>				
Charitable activities	6	<u>(204,183)</u>	<u>(310,060)</u>	<u>(514,243)</u>
Total Expenditure		<u>(204,183)</u>	<u>(310,060)</u>	<u>(514,243)</u>
Net movement in funds		33,177	1,693	34,870
<b>Reconciliation of funds</b>				
Total funds brought forward		<u>286,732</u>	<u>-</u>	<u>286,732</u>
Total funds carried forward	20	<u><u>319,909</u></u>	<u><u>1,693</u></u>	<u><u>321,602</u></u>

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

## 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)

#### Prior year comparative

	Note	Unrestricted funds £	Restricted funds £	Total 2024 £
<b>Income and Endowments from:</b>				
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>
<b>Expenditure on:</b>				
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 income		<u>15,776</u>	<u>-</u>	<u>15,776</u>
Net movement in funds		15,776	-	15,776
<b>Reconciliation of funds</b>				
Total funds brought forward		<u>270,956</u>	<u>-</u>	<u>270,956</u>
Total funds carried forward	20	<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.

During the year ended 31 March 2024, 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 year as part of the continued delivery of charitable objectives.

The funds breakdown for 2024 is shown in note 20.

**Exeter Citizens Advice Bureau**  
**(Registration number: 4334063)**  
**Balance Sheet as at 31 March 2025**

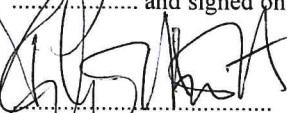
	Note	2025 £	2024 £
<b>Fixed assets</b>			
Investments	13	1	1
<b>Current assets</b>			
Debtors	14	42,034	22,767
Investments	15	86,515	84,185
Cash at bank and in hand	16	<u>302,176</u>	<u>278,590</u>
		430,725	385,542
<b>Creditors: Amounts falling due within one year</b>	17	<u>(109,124)</u>	<u>(98,811)</u>
<b>Net current assets</b>		<u>321,601</u>	<u>286,731</u>
<b>Net assets</b>		<u><u>321,602</u></u>	<u><u>286,732</u></u>
<b>Funds of the charity:</b>			
<b>Restricted income funds</b>			
Restricted funds	20	1,693	-
<b>Unrestricted income funds</b>			
Unrestricted funds		<u>319,909</u>	<u>286,732</u>
<b>Total funds</b>	20	<u><u>321,602</u></u>	<u><u>286,732</u></u>

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

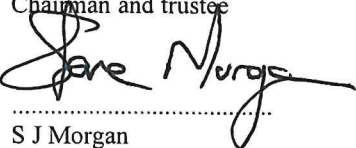
Directors' responsibilities:

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

The financial statements on pages 16 to 38 were approved by the trustees, and authorised for issue on ..... and signed on their behalf by:



R G G Willmott  
Chairman and trustee



S J Morgan  
Trustee



## Exeter Citizens Advice Bureau

### Statement of Cash Flows for the Year Ended 31 March 2025

	Note	2025 £	2024 £
<b>Cash flows from operating activities</b>			
Net cash income		34,870	15,776
<b>Adjustments to cash flows from non-cash items</b>			
Investment income	5	<u>(6,845)</u>	<u>(4,811)</u>
		28,025	10,965
<b>Working capital adjustments</b>			
(Increase)/decrease in debtors	14	(19,267)	7,797
Increase in creditors	17	19,933	41,090
Decrease in deferred income		<u>(9,620)</u>	<u>(26,940)</u>
Net cash flows from operating activities		<u>19,071</u>	<u>32,912</u>
<b>Cash flows from investing activities</b>			
Interest receivable and similar income	5	6,845	4,811
Sale of tangible fixed assets		<u>-</u>	<u>2</u>
Net cash flows from investing activities		<u>6,845</u>	<u>4,813</u>
Net increase in cash and cash equivalents		25,916	37,725
Cash and cash equivalents at 1 April		<u>362,775</u>	<u>325,050</u>
Cash and cash equivalents at 31 March	19	<u><u>388,691</u></u>	<u><u>362,775</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 2025**

#### **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, 2025-26. 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. 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 2025-26, 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 31/03/2025, the charity had unrestricted reserves of £319,909, 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 2025**

#### **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 2025**

#### **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.

#### **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.

#### **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.

## Exeter Citizens Advice Bureau

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

#### 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 £	Restricted funds £	Total 2025 £	Total 2024 £
Donations and legacies;				
Donations from individuals	65,139	553	65,692	29,024
Grants, including capital grants;				
Government grants	149,948	-	149,948	275,427
	<u>215,087</u>	<u>553</u>	<u>215,640</u>	<u>304,451</u>

## Exeter Citizens Advice Bureau

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

#### 4 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2025 £
ABC Income	-	46,700	46,700
Action for Children	-	13,000	13,000
CAB Project	-	24,300	24,300
Carbon Monoxide Advice Project	-	21,300	21,300
Citizens Advice Torridge, North, Mid and West			
Devon in partnership with Macmillan	-	68,199	68,199
Devon Growing Communities Fund	-	1,200	1,200
Energy Outreach Project	-	5,250	5,250
Exeter Foodbank	-	27,385	27,385
Energy Advice Programme	-	3,990	3,990
Exeter & District MS Society	2,395	-	2,395
Exeter & District Kidney Patients Association	10,033	-	10,033
Exeter City Council Budget & Money Management	-	21,554	21,554
Gibbons Trust	3,000	-	3,000
Hospiscare	-	10,953	10,953
K Broughton Fund	-	1,250	1,250
National Lottery Awards for All	-	19,711	19,711
Torbay CA Management Income	-	46,408	46,408
	<u>15,428</u>	<u>311,200</u>	<u>326,628</u>

## Exeter Citizens Advice Bureau

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

	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 Growing Communities Fund	-	1,000	1,000
Devon Advice Services for Working Age Carers	-	33,005	33,005
Empower	-	711	711
Energy Outreach Project	-	1,750	1,750
Exeter Foodbank	-	6,247	6,247
Energy Advice Programme	-	22,050	22,050
Exeter City Council Ukraine Support	12,160	-	12,160
Exeter & District MS Society	16,356	-	16,356
Exeter & District Kidney Patients Association	9,556	-	9,556
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
	<u>39,756</u>	<u>321,340</u>	<u>361,096</u>

#### 5 Investment income

	Unrestricted funds General £	Total funds £
Interest receivable and similar income; Interest receivable on bank deposits	<u>6,845</u>	<u>6,845</u>
<b>Total for 2025</b>	<u>6,845</u>	<u>6,845</u>
<b>Total for 2024</b>	<u>4,811</u>	<u>4,811</u>

## Exeter Citizens Advice Bureau

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

#### 6 Expenditure on charitable activities

	Unrestricted funds		Restricted funds	Total 2025
	Designated £	General £	£	£
ABC Income	-	-	46,700	46,700
Action for Children	-	-	13,000	13,000
CAB Project	-	-	24,300	24,300
Core service fund	-	176,442	-	176,442
Carbon Monoxide Advice Project	-	-	21,300	21,300
Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan	-	-	68,199	68,199
Devon Growing Communities Fund	-	-	1,200	1,200
Covid Recovery Fund	1,326	-	-	1,326
Energy Advice Programme	-	-	3,990	3,990
Energy Outreach Project	-	-	5,250	5,250
Exeter Foodbank	-	-	27,385	27,385
Exeter City Council Money Advice	-	-	21,554	21,554
Exeter & District Kidney Patients Association	-	10,033	-	10,033
Exeter & District MS Society	-	2,395	-	2,395
Gibbons Trust	-	3,000	-	3,000
Hazel Ball Memorial Fund	94	-	-	94
Hospiscare	-	-	10,953	10,953
IT Replacement Fund	4,142	-	-	4,142
K Broughton Fund	-	-	110	110
National Lottery Awards for All Grant	-	-	19,711	19,711
Redundancy Costs	6,751	-	-	6,751
Torbay CA Mangement	-	-	46,408	46,408
<b>Total for 2025</b>	<b>12,313</b>	<b>191,870</b>	<b>310,060</b>	<b>514,243</b>



## Exeter Citizens Advice Bureau

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

	Unrestricted funds		Restricted funds	Total 2024
	Designated	General		
	£	£	£	£
ABC Income	-	-	12,500	12,500
Action for Children	-	-	13,190	13,190
Capital Premises Fund	3,925	-	-	3,925
CAB Project	-	-	24,300	24,300
Core service fund	-	288,087	-	288,087
Citizens Advice Cost of Living Grant	-	-	15,000	15,000
Centurion	-	1,644	-	1,644
Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan	-	-	69,248	69,248
Devon Growing Communities Fund	-	-	1,000	1,000
Energy Advice Programme	-	-	22,050	22,050
Energy Outreach Project	-	-	1,750	1,750
Devon Advice Services for Working Ages Carers	-	-	33,005	33,005
Empower	-	-	711	711
Exeter Foodbank	-	-	6,247	6,247
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
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
<b>Total for 2024</b>	<b>5,439</b>	<b>327,803</b>	<b>321,340</b>	<b>654,582</b>

## Exeter Citizens Advice Bureau

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

#### 7 Analysis of governance costs

##### Governance costs

	Unrestricted funds General £	Total 2025 £
Independent examiner fees		
Examination of the financial statements	3,442	3,442
	<u>3,442</u>	<u>3,442</u>
	Unrestricted funds General £	Total 2024 £
Independent examiner fees		
Examination of the financial statements	2,820	2,820
Depreciation, amortisation and other similar costs	2	2
	<u>2,822</u>	<u>2,822</u>

#### 8 Net incoming/outgoing resources

Net incoming resources for the year include:

	2025 £	2024 £
Loss on disposal of fixed assets held for the charity's own use	<u>-</u>	<u>2</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 £161 (2024: £515) 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 2025

#### 10 Staff costs

The aggregate payroll costs were as follows:

	2025 £	2024 £
<b>Staff costs during the year were:</b>		
Wages and salaries	385,437	427,307
Social security costs	29,903	35,753
Pension costs	11,741	11,956
	<u>427,081</u>	<u>475,016</u>

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

	2025 No	2024 No
Charitable activities	<u>19</u>	<u>19</u>

14 (2024 - 13) 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 £112,205 (2024 - £112,236).

#### 11 Independent examiner's remuneration

	2025 £	2024 £
Examination of the financial statements	<u>3,442</u>	<u>2,820</u>

#### 12 Taxation

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

#### 13 Fixed asset investments

	2025 £	2024 £
Shares in group undertakings and participating interests	<u>1</u>	<u>1</u>

The company was dissolved 1 April 2025.

## Exeter Citizens Advice Bureau

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

#### Shares in group undertakings and participating interests

	Subsidiary undertakings £	Total £
<b>Cost</b>		
At 1 April 2024	1	1
At 31 March 2025	1	1
<b>Net book value</b>		
At 31 March 2025	1	1
At 31 March 2024	1	1

#### 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
<b>Subsidiary undertakings</b>				
Exeter Citizens Advice Bureau (Services) Limited Dix's Field, Exeter, EX1 1QA	England & Wales	Ordinary	100%	Dormant

#### 14 Debtors

	2025 £	2024 £
Trade debtors	39,232	17,421
Prepayments	2,564	5,346
Other debtors	238	-
	<u>42,034</u>	<u>22,767</u>

#### 15 Current asset investments

	2025 £	2024 £
Fixed term bonds	<u>86,515</u>	<u>84,185</u>

## Exeter Citizens Advice Bureau

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

#### 16 Cash and cash equivalents

	2025 £	2024 £
Cash on hand	336	462
Cash at bank	301,840	278,128
	<u>302,176</u>	<u>278,590</u>

#### 17 Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	39,442	40,229
Other taxation and social security	6,262	9,249
Other creditors	23,709	30,458
Pension scheme creditor	2,297	2,722
Accruals	34,901	4,020
Deferred income	2,513	12,133
	<u>109,124</u>	<u>98,811</u>

	2025 £	2024 £
Deferred income at 1 April 2024	12,133	39,073
Resources deferred in the period	20,702	12,133
Amounts released from previous periods	(30,322)	(39,073)
Deferred income at year end	<u>2,513</u>	<u>12,133</u>

## Exeter Citizens Advice Bureau

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

#### 18 Pension and other schemes

##### Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £11,741 (2024 - £11,956).

#### 19 Analysis of net funds

	At 1 April 2024 £	Financing cash flows £	At 31 March 2025 £
Cash at bank and in hand	278,590	23,586	302,176
Current asset investments	84,185	2,330	86,515
Net debt	<u>362,775</u>	<u>25,916</u>	<u>388,691</u>
	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>

## Exeter Citizens Advice Bureau

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

#### 20 Funds

	Balance at 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2025 £
<b>Unrestricted funds</b>					
<i>General</i>					
Unrestricted funds	170,077	237,360	(191,869)	(30,050)	185,518
<i>Designated</i>					
Premises Fund	5,000	-	(1,326)	21,326	25,000
Hazel Ball Memorial Fund	344	-	(94)	-	250
IT Replacement	19,000	-	(4,142)	4,142	19,000
Advice for Life	2,587	-	-	-	2,587
Fundraising	-	-	-	1,000	1,000
Redundancy Fund	87,134	-	(6,752)	3,582	83,964
Client Medical Support Fund	90	-	-	-	90
Sickness cover	2,500	-	-	-	2,500
	<u>116,655</u>	<u>-</u>	<u>(12,314)</u>	<u>30,050</u>	<u>134,391</u>
<b>Total unrestricted funds</b>	<u>286,732</u>	<u>237,360</u>	<u>(204,183)</u>	<u>-</u>	<u>319,909</u>
<b>Restricted funds</b>					
ABC	-	46,700	(46,700)	-	-
Action for Children	-	13,000	(13,000)	-	-
CAB Project	-	24,300	(24,300)	-	-
Carbon Monoxide Advice Project	-	21,300	(21,300)	-	-
Devon Community Foundation	-	1,200	(1,200)	-	-
Energy Advice Programme	-	3,990	(3,990)	-	-
Energy Outreach Project	-	5,250	(5,250)	-	-
Exeter Foodbank	-	27,385	(27,385)	-	-
Exeter City Council Budget and Money Management	-	21,554	(21,554)	-	-
Macmillan	-	68,199	(68,199)	-	-
Hospiscare	-	10,953	(10,953)	-	-
K Broughton Fund	-	1,250	(110)	-	1,140
MC Restricted Donation	-	553	-	-	553
National Lottery Awards for All grant	-	19,711	(19,711)	-	-
Torbay Management	-	46,408	(46,408)	-	-
<b>Total restricted funds</b>	<u>-</u>	<u>311,753</u>	<u>(310,060)</u>	<u>-</u>	<u>1,693</u>

## Exeter Citizens Advice Bureau

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

	Balance at 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2025 £
<b>Total funds</b>	<u>286,732</u>	<u>549,113</u>	<u>(514,243)</u>	<u>-</u>	<u>321,602</u>



## Exeter Citizens Advice Bureau

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

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
<b>Unrestricted funds</b>					
<i>General</i>					
Unrestricted funds	71,765	349,018	(327,801)	77,095	170,077
<i>Designated</i>					
Premises Fund	5,000	-	(3,925)	3,925	5,000
Hazel Ball Memorial Fund	344	-	-	-	344
IT Replacement	19,000	-	(1,514)	1,514	19,000
Advice for Life	2,587	-	-	-	2,587
New Premises Depreciation	2	-	(2)	-	-
Redundancy Fund	79,440	-	-	7,694	87,134
Client Medical Support Fund	90	-	-	-	90
Post Pandemic Recovery Fund	80,000	-	-	(80,000)	-
Operations management budget	6,428	-	-	(6,428)	-
Innovation Fund	3,300	-	-	(3,300)	-
Volunteer fund	500	-	-	(500)	-
Sickness cover	2,500	-	-	-	2,500
	<u>199,191</u>	<u>-</u>	<u>(5,441)</u>	<u>(77,095)</u>	<u>116,655</u>
<b>Total unrestricted funds</b>	<u>270,956</u>	<u>349,018</u>	<u>(333,242)</u>	<u>-</u>	<u>286,732</u>
<b>Restricted</b>					
ABC	-	12,500	(12,500)	-	-
Action for Children	-	13,190	(13,190)	-	-
CAB Project	-	24,300	(24,300)	-	-
Citizens Advice COL grant	-	15,000	(15,000)	-	-
Devon Growing Communities Fund	-	1,000	(1,000)	-	-
Devon Advice Services for Working Age Carers	-	33,005	(33,005)	-	-
Empower	-	711	(711)	-	-
Energy Advice Programme	-	22,050	(22,050)	-	-
Energy Outreach Project	-	1,750	(1,750)	-	-
Exeter Foodbank	-	6,247	(6,247)	-	-
Macmillan	-	69,248	(69,248)	-	-
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)	-	-
<b>Total restricted funds</b>	<u>-</u>	<u>321,340</u>	<u>(321,340)</u>	<u>-</u>	<u>-</u>

## Exeter Citizens Advice Bureau

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

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
<b>Total funds</b>	<u>270,956</u>	<u>670,358</u>	<u>(654,582)</u>	<u>-</u>	<u>286,732</u>

#### **Designated Funds**

Trustees have made the following provisions:

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

**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.

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

**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.

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

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

**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.

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

**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

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

**Fundraising** - this fund enables us to resource fundraising initiatives.

## **Exeter Citizens Advice Bureau**

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

#### **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.

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

**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.

**CAB Project** - a contractual agreement with Citizens Advice Devon (funded by Devon Carers) to provide additional advice services for adult carers of all ages.

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

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

**Exeter City Council Money Advice** - A contractual arrangement to provide a full-time money adviser to those referred directly by Exeter City Council housing caseworkers.

**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.

**Hospiscare** - Funding to provide advice to patients and their families attending the Hospice.

**MC Restricted Donation** - This donation will be used to invest in office resources and equipment to support the well being of the workforce.

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

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

**Hospiscare Project** - Funding to provide advice to patients and their families attending the Hospice.

**K Broughton** - donated money to be used for clients with unique personal challenges who needed a one-off donation to help with a personal issue (such as transport to get to a family member's funeral).

## Exeter Citizens Advice Bureau

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

#### 21 Analysis of net assets between funds

	Unrestricted funds		Restricted funds	Total funds at 31 March 2025
	General	Designated		
	£	£	£	£
Fixed asset investments	1	-	-	1
Current assets	292,128	134,391	4,206	430,725
Current liabilities	(106,611)	-	(2,513)	(109,124)
Total net assets	<u>185,518</u>	<u>134,391</u>	<u>1,693</u>	<u>321,602</u>

	Unrestricted funds		Restricted funds	Total funds at 31 March 2024
	General	Designated		
	£	£	£	£
Fixed asset investments	1	-	-	1
Current assets	258,117	116,665	10,770	385,552
Current liabilities	(88,041)	-	(10,770)	(98,811)
Total net assets	<u>170,077</u>	<u>116,665</u>	<u>-</u>	<u>286,742</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 £46,408 (2024: £42,884).

The value of other expenditure recharged to Torbay Citizens Advice Bureau during the year was £2,426 (2024: £3,346).

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