

# EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

England & Wales · Charity number 1118465

## Details

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**Other names** LOUGHTON AND DISTRICT CITIZENS ADVICE BUREAU

**Status** Registered

**Legal form** Charitable company

**Company number** [05852220](#)

**Registered** 2007-03-21

**Register** [View on the Charity Commission register](#)

## Contact

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**Address** Regus Epping  
The Civic Building  
2nd Floor  
323 High Street  
Epping  
Essex

**Phone** 01992561494

**Email** [hello@citizensadviceefd.org.uk](mailto:hello@citizensadviceefd.org.uk)

**Website** <https://citizensadviceefd.org.uk/>

## Activities

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**Objects:** TO PROMOTE ANY CHARITABLE PURPOSE FOR THE BENEFIT OF IN PARTICULAR BUT WITHOUT LIMITATION THE COMMUNITY IN EPPING FOREST DISTRICT AND SURROUNDING AREAS (THE AREA OF BENEFIT ) BY THE ADVANCEMENT OF EDUCATION, THE PROTECTION AND PRESERVATION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS

**Activities:** Epping Forest District CAB provides a free, independent and impartial advice service to all comers on their rights and responsibilities; it values diversity, promotes equality and challenges discrimination. The bureau aims to provide the advice people need for the problems they face, and also to help improve the policies and practices that affect people's lives.

## Classification

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

## Geography

- **Area of benefit:** EPPING FOREST DISTRICT
- Essex

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£235,743	£303,306	-	-
2024-03-31	£305,388	£336,462	-	-
2023-03-31	£249,696	£302,363	-	-
2022-03-31	£319,422	£279,791	-	-
2021-03-31	£304,328	£215,277	-	-

## Trustees

Name	Role	Appointed
Brinda Kugapala		2025-10-21
Charlotte Prosser		2024-11-12
Diana Margaret Lowry		2019-10-16
Dr Baljit Kumar Sarpal		2020-10-14
Henry McLean-Low		2024-11-12
Ian Allsop		2018-10-17
Innes Jane Bowen		2018-10-17
Margaret Salter		2026-04-29
Martin Hicks		2025-10-21
Victoria Manning-Monro		2023-10-19

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

England & Wales - Charity number 1118465

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# Accounts

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Registered number: 05852220  
Charity number: 1118465

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**  
(A Company Limited by Guarantee)

**UNAUDITED**

**TRUSTEES' REPORT AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2025**

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**  
**(A Company Limited by Guarantee)**

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**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

**REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS  
FOR THE YEAR ENDED 31 MARCH 2025**

<b>Trustees</b>	Ms J G Wells, Chair (resigned 7 <sup>th</sup> May 2025) Mr I Allsop (Deputy Chair) Mr R Bassett (resigned 5 <sup>th</sup> July 2024) Ms I J Bowen Ms N Goswami Ms D Lowry Mr S W Murray (resigned 24 <sup>th</sup> July 2024) Mr B Sarpal Ms V Manning-Monro (Treasurer) Ms C Prosser (appointed 12 <sup>th</sup> November 2024) Mr H McLean-Low (appointed 12 <sup>th</sup> November 2024) Ms J Evans (appointed 12 <sup>th</sup> November 2024, resigned 14 <sup>th</sup> April 2025)
<b>Company registered number</b>	05852220
<b>Charity registered number</b>	1118465
<b>Registered office</b>	Regus Epping The Civic Building 2 <sup>nd</sup> Floor 323 High Street Epping Essex CM16 4BZ
<b>Accountants</b>	Haslers Chartered Accountants Old Station Road Loughton Essex IG10 4PL
<b>Bankers</b>	CAF Bank Limited PO Box 289 West Mailing Kent ME19 4TA

## **EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

### **TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2025**

The Trustees present their Annual Report together with the Financial Statements of the Company for the year 1 April 2024 to 31 March 2025. The Annual Report serves the purposes of both a Trustees' Report and a Directors' Report under company law. The Trustees confirm that the Annual Report and Financial Statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the Company qualifies as small under section 382 of the Companies Act 2006, the Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

The Charity also operates under the names Citizens Advice Epping Forest District.

#### **OBJECTIVES AND ACTIVITIES**

In 2024/25, our charity committed to:

- Continuing to provide a full range of services to meet the needs of our clients and fulfil our public benefit duties.
- Maintaining our telephone-first advice service as the primary channel for access.
- Developing our email advice channel in response to increased client demand.
- Delivering hyper-local in-person services in areas of greatest deprivation, in partnership with local organisations.
- Working collaboratively with stakeholders across the District to provide a holistic, seamless service for those who need advice and support.

The trustees have complied with their duty under section 4 of the Charities Act 2011 to have regard to the public benefit guidance published by the Charity Commission. The manner by which the trustees have delivered the charitable objectives for the public benefit is described below.

## **EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

### **TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025**

#### **ACHIEVEMENTS AND PERFORMANCE**

The cost-of-living crisis continued to impact residents across our district. In response, we supported over 2,700 people with advice an increase of 10% compared to the previous year. The three most common issues remained:

- Benefits
- Debt
- Housing

Thanks to the support and guidance we provided, our clients experienced a combined financial gain of £1.4 million.

The telephone remained the most frequently used access point, accounting for 51% of all enquiries. However, use of our email advice channel grew further, making up 32.4% of all client contacts.

We continued to offer face-to-face advice from Waltham Abbey Leisure Centre and Epping Forest District Council's Civic Hub. These venues accounted for 11% of all client interactions. We deliver our outreach services alongside partners such as local Authority housing and benefits teams, community mental health services and the Department for Work and Pensions (DWP). This joined-up approach allows clients to receive comprehensive, multi-agency support in one place.

#### **Specialist Support**

We continued to provide energy advice and foodbank referrals. In preparation for changes to winter fuel payment eligibility, our team received training on Pension Credit. We subsequently supported 52 people to make a successful claim.

Demand for legal advice also rose, with 283 people supported - mainly around access to legal representation and small claims.

#### **Volunteers and Staffing**

We rely on a small core staff team and a group of dedicated volunteers. Since the COVID-19 pandemic, recruiting volunteer advisers has been challenging due to the level of training required.

In response, we reviewed our volunteer strategy and piloted a new entry-level role - Advice Assistant - designed to make volunteering more accessible. Early results are promising, with increased interest and participation from local residents. We aim to expand this initiative in 2025/26 and grow a more diverse volunteer base.

#### **Awareness and Campaigns**

Raising awareness of our work and the issues our clients face remains a core part of our mission. We actively used social media and participated in national campaigns such as the Pension Credit Take-Up initiative to reach and support more people.

## EPHING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

### TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

#### **Governance and Standards**

Although we are a small charity, we operate within a robust governance framework and comply with standards set by:

- The Charity Commission
- The Financial Conduct Authority
- Advice Quality Standard
- The Information Commissioner's Office
- National Citizens Advice

This requires a committed board of trustees, supported by experienced staff.

In 2024/25, we committed to:

- Maintaining our Advice Quality Standard (AQS) accreditation
- Diversifying our income to ensure long-term sustainability

We are pleased to report that we:

- Met all standards in the Citizens Advice quality audit
- Maintained our AQS accreditation
- Submitted all statutory returns on time

#### **FINANCIAL REVIEW**

##### **Financial Position**

We remain an independent charity, governed by our own board of trustees. While we are grateful to Epping Forest District Council for their substantial annual grant, we must raise additional income to meet increasing service demand and operating costs.

Other key funders this year included:

- Essex County Council
- Loughton Town Council
- Essex Citizens Advice

We incurred a planned deficit during the year and made use of our reserves to cover a shortfall in income. While this was anticipated, we recognise the need for long-term sustainability and have taken steps to control costs. We are pleased to be entering 2025/26 with a balanced budget.

##### **Risk Management**

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The trustees continue to consider the major risks which may have a significant effect on operational performance (including risks to staff and volunteers) and achievement of the stated objectives.

During the year, trustees embarked on a review of the risk register and monitoring process to ensure our risk management procedures are embedded in all that we do and reflect the risks associated with achievement of our business objectives. During the year, no days of service delivery were lost due to failure of systems.

##### **Reserves Policy**

The trustees review the reserves policy as part of the business planning and budgeting process and set the level of reserves that ensure the charity can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising. It has taken into consideration the reliability and continuance of future funding, timing of cash flows and working capital requirements, cover for unplanned emergency repairs and potential liabilities relating to staff should there be closure of a particular activity.

## EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

### TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

The board determined to continue to hold sufficient reserves to cover essential expenditure needed to maintain the operating capacity of our local office.

- Development and investment (internal). This is an essential expenditure needed to maintain the operating capacity of our local office. We have aggregated amounts needed to spend on the ongoing renewal of IT to support the core advice delivery and maintain a hybrid staffing model and this comes to **£5,000**.
- The retention of three months operating costs to meet unexpected events (such as a significant loss of funding). The amount of reserves is calculated from the annual operating budget (excluding salaries which are covered below) and amounts to **£15,000**.
- The retention of funds to cover the cost of payment in lieu of notice and redundancy for staff in the event of a crisis wind down of the charity. The redundancy liability as at 31<sup>st</sup> March 2025 amounted to **£28,000**.

The reserves position will continue to be monitored and amended if appropriate to reflect any changes in funding circumstances.

#### FUTURE DEVELOPMENTS

Our business plan for 2025/26 focuses on meeting the continued demand for our advice services with a professional team of advisers. However, we also need to ensure we provide cost effective services as the funding environment becomes harder to navigate. As such our key areas for development are:

- Maintaining our telephone first advice service as our primary channel for advice.
- Developing our volunteering strategy to provide a range of flexible volunteer opportunities to support our services and our infrastructure.
- Continue to develop our email advice channel to meet the growth in use of this access point by our clients.
- Work with partners to deliver hyper-local in person services in areas of highest deprivation.
- Achieve re-accreditation of our Quality Advice standard.
- Continue to meet the demand for energy advice and foodbank and other charity referrals.
- Continue to diversify and grow fundraising income to secure the future of our advice services.
- Work in partnership with stakeholders in the district to provide a holistic and seamless service for our clients
- Maintain awareness of the charity and our services through continued awareness and campaigning activities.

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

**TRUSTEES' REPORT (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Governing Document**

The charity is administered and managed subject to and in conformity with the provisions of the Memorandum and Articles of Association as amended in 2024. The charity is limited by guarantee and its operations are primarily the provision of advice to local citizens in need of help. The charity is a member of the National Association of Citizens Advice.

**Appointment of Board Members**

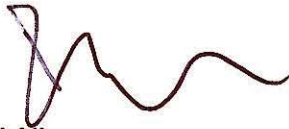
Trustees are appointed in one of the following manners: elected at the AGM; or by being coopted by the board. Certain outside organisations nominate representatives to attend meetings of the board.

**Investment Powers**

Investment decisions are taken by the board.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the members of the board of trustees on 21 October 2025 and signed on their behalf by:

A handwritten signature in dark ink, appearing to read 'I Allsop', with a stylized flourish at the end.

**Mr I Allsop**  
(Deputy Chair of Trustees)

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

**STATEMENT OF TRUSTEES' RESPONSIBILITIES  
FOR THE YEAR ENDED 31 MARCH 2025**


The trustees (who are also the directors of the Company 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).

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 Company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Company will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Company's transactions and disclose with reasonable accuracy at any time the financial position of the 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 Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of trustees on 21 October 2025 and signed on its behalf by:



**Mr I Allsop**  
(Deputy Chair of Trustees)

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

**INDEPENDENT EXAMINER'S REPORT  
FOR THE YEAR ENDED 31 MARCH 2025**

**Independent Examiner's Report to the Trustees of Epping Forest District 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 trustees of the Company (and 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 the Company's accounts 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.

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

**INDEPENDENT EXAMINER'S REPORT (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

**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 ACCA, which is one of the listed bodies.

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

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

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

This report is made solely to the Company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the Company's Trustees those matters I am required to state to them in an Independent Examiner's Report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Company and the Company's Trustees as a body, for my work or for this report.

Signed: 

**Mr P Thain**

**Haslers**  
Chartered Accountants  
Old Station Road  
Loughton  
Essex  
IG10 4PL

Dated: 27 October 2025

FCCA, ACA

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)  
FOR THE YEAR ENDED 31 MARCH 2025**

	Note	Restricted funds 2025 £	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
<b>Income from:</b>					
Donations and grants	3	42,671	178,527	221,198	301,388
Charitable activities	4	10,158	51	10,209	0
Other trading activities	5	-	456	456	799
Investments	6	-	3,880	3,880	3,199
Other income	-	-	-	-	2
<b>Total income</b>		<b>52,529</b>	<b>182,914</b>	<b>235,743</b>	<b>305,388</b>
<b>Expenditure on:</b>					
Charitable activities	7	57,886	245,420	303,306	336,462
<b>Total expenditure</b>		<b>57,886</b>	<b>245,420</b>	<b>303,306</b>	<b>336,462</b>
<b>Net (expenditure)/income</b>		<b>(5,057)</b>	<b>(62,506)</b>	<b>(67,563)</b>	<b>(31,074)</b>
Transfers between funds	13	8,320	(8,320)	-	-
<b>Net movement in funds</b>		<b>3,263</b>	<b>(70,826)</b>	<b>(67,563)</b>	<b>(31,074)</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		1,737	215,532	217,269	248,343
Net movement in funds		3,263	(70,826)	(67,563)	(31,074)
<b>Total funds carried forward</b>		<b>5,000</b>	<b>144,706</b>	<b>149,706</b>	<b>217,269</b>

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 13 to 24 form part of these financial statements.

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)  
REGISTERED NUMBER: 05852220**

**BALANCE SHEET  
AS AT 31 MARCH 2025**

	<b>Note</b>	<b>2025 £</b>	<b>2024 £</b>
<b>Current assets</b>			
Debtors	11	<b>8,779</b>	13,678
Cash at bank and in hand		<b>152,705</b>	253,398
		<hr/> <b>161,484</b>	<hr/> 267,076
Creditors: amounts falling due within one year	12	<b>(11,778)</b>	(49,807)
<b>Net current assets</b>		<hr/> <b>149,706</b>	<hr/> 217,269
<b>Total assets less current liabilities</b>		<hr/> <b>149,706</b>	<hr/> 217,269
<b>Total net assets</b>		<hr/> <b>149,706</b>	<hr/> 217,269
<b>Charity funds</b>			
Restricted funds	13	<b>5,000</b>	1,737
Unrestricted funds	13	<b>144,706</b>	215,532
<b>Total funds</b>		<hr/> <b>149,706</b>	<hr/> 217,269

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)  
REGISTERED NUMBER: 05852220**

**BALANCE SHEET (CONTINUED)  
AS AT 31 MARCH 2025**


The Company was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

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

The financial statements were approved and authorised for issue by the Trustees on 19th October 2025 and signed on their behalf by:

A handwritten signature in dark ink, appearing to be 'I Allsop', written over a faint horizontal line.

**Mr I Allsop**  
(Deputy Chair of Trustees)

The notes on pages 13 to 24 form part of these financial statements.

## **EPHING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

### **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025**

#### **1. General information**

Epping Forest District Citizens Advice Bureau is a charitable organisation, registered in England and Wales, with a registration number 05852220. The address of the registered office is Regus Epping, The Civic Building, 2<sup>nd</sup> Floor, 323 High Street, Epping, Essex CM16 4BZ. The principal objective of the charity is to promote any charitable purpose for the public benefit of the community in the Epping Forest District and surrounding areas, by the advancement of education, the protection and preservation of health, and the relief of poverty, sickness and distress.

#### **2. Accounting policies**

##### **2.1 Basis of preparation of financial statements**

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Epping Forest District 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.

##### **2.2 Income**

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

Grants are included in the Statement of Financial Activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance Sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

##### **2.3 Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

**2. Accounting policies (continued)**

**2.3 Expenditure (continued)**

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Company's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

**2.4 Debtors**

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**2.5 Cash at bank and in hand**

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**2.6 Liabilities and provisions**

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of Financial Activities as a finance cost.

**2.7 Financial instruments**

The Company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

**2. Accounting policies (continued)**

**2.8 Fund accounting**

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Company and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

**3. Income from donations and grants**

	<b>Restricted funds 2025 £</b>	<b>Unrestricted funds 2025 £</b>	<b>Total funds 2025 £</b>	<i>Total funds 2024 £</i>
Donations	-	708	<b>708</b>	535
Grants	42,671	177,819	<b>220,490</b>	300,853
	<u>42,671</u>	<u>178,527</u>	<u><b>221,198</b></u>	<u>301,388</u>
<i>Total 2024</i>	<u>122,715</u>	<u>178,673</u>	<u>301,388</u>	

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

**4. Income from charitable activities**

	<b>Restricted funds 2025 £</b>	<b>Unrestricted funds 2025 £</b>	<b>Total funds 2025 £</b>	<i>Total funds 2024 £</i>
Income from charitable activities	10,158	51	10,209	-
	<u>10,158</u>	<u>51</u>	<u>10,209</u>	<u>-</u>
<i>Total 2024</i>	<u>-</u>	<u>-</u>	<u>-</u>	

**5. Income from other trading activities**

	<b>Unrestricted funds 2025 £</b>	<b>Total funds 2025 £</b>	<i>Total funds 2024 £</i>
Charity trading income – 100 club	<u>456</u>	<u>456</u>	<u>799</u>
<i>Total 2024</i>	<u>799</u>	<u>799</u>	

**6. Investment income**

	<b>Unrestricted funds 2025 £</b>	<b>Total funds 2025 £</b>	<i>Total funds 2024 £</i>
Investment income	<u>3,880</u>	<u>3,880</u>	<u>3,199</u>
<i>Total 2024</i>	<u>3,199</u>	<u>3,199</u>	

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

**7. Analysis of expenditure on charitable activities**

**Summary by fund type**

	<b>Restricted funds 2025 £</b>	<b>Unrestricted funds 2025 £</b>	<b>Total 2025 £</b>	<i>Total 2024 £</i>
Expenditure	<u>57,886</u>	<u>245,420</u>	<u><b>303,306</b></u>	<u>336,462</u>
<i>Total 2024</i>		<u>215,484</u>	<u>336,462</u>	

**8. Analysis of expenditure by activities**

	<b>Activities undertaken directly 2025 £</b>	<b>Support costs 2025 £</b>	<b>Total funds 2025 £</b>	<i>Total funds 2024 £</i>
Expenditure	<u>221,541</u>	<u>81,765</u>	<u><b>303,306</b></u>	<u>336,462</u>
<i>Total 2024</i>	<u>248,617</u>	<u>87,845</u>	<u>336,462</u>	

**Analysis of direct costs**

	<b>Total funds 2025 £</b>	<i>Total funds 2024 £</i>
Staff costs	<b>199,692</b>	216,227
Other direct costs	<b>21,849</b>	32,390
	<u><b>221,541</b></u>	<u>248,617</u>

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

**Analysis of support costs**

	<b>Total funds 2025 £</b>	<i>Total funds 2024 £</i>
Salary Costs	<b>54,971</b>	53,447
Staff Other costs	<b>711</b>	847
Repairs and Maintenance	<b>-</b>	1,438
Office Expenses	<b>5,393</b>	4,425
Telephone and Communications	<b>1,360</b>	2,047
Computer Expenses	<b>1,486</b>	1,598
Insurance	<b>1,556</b>	1,602
Rent	<b>10,283</b>	10,149
Rates	<b>-</b>	659
Light and Heat	<b>-</b>	1,157
Audit, Legal and Professional	<b>5,811</b>	10,091
Other Expenses	<b>194</b>	385
	<b><u>81,765</u></b>	<u>87,845</u>

**9. Staff costs**

	<b>2025 £</b>	<i>2024 £</i>
Wages and salaries	<b>252,752</b>	267,951
	<b><u>252,752</u></b>	<u>267,951</u>

The average number of persons employed by the Company during the year was as follows:

	<b>2025 No.</b>	<i>2024 No.</i>
Charitable purposes	<b>8</b>	11
Management and administration of charity	<b>4</b>	4
	<b><u>12</u></b>	<u>15</u>

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

No employee received remuneration amounting to more than £60,000 in either year.

Pension Costs - Pension arrangements for employees is operated on a defined contributions basis and are open to all employees at any time. The company contributes 6% of pensionable earnings. The assets of the scheme are held separately from those of the company in schemes managed by Aviva and Standard Life. The pension contributions shown in the year represent the contributions payable by the company.

**10. Trustees' remuneration and expenses**

During the year, no trustees received any remuneration or other benefits (2024 - NIL).

During the year ended 31 March 2025, no trustee expenses have been incurred (2024 - NIL).

**11. Debtors**

	2025 £	2024 £
<b>Due within one year</b>		
Other debtors	2,902	8,780
Prepayments and accrued income	5,877	4,898
	<u>8,779</u>	<u>13,678</u>

**12. Creditors: Amounts falling due within one year**

	2025 £	2024 £
Trade creditors	4,036	2,660
Other taxation and social security	3,589	4,032
Accruals and deferred income	4,153	43,115
	<u>11,778</u>	<u>49,807</u>

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

**13. Statement of funds**

**Statement of funds - current year**

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2025 £
<b>Unrestricted funds</b>					
<b>Designated funds</b>					
Operations	15,000	-	-	-	15,000
Redundancy	37,000	-	-	(9,000)	28,000
IT	5,000	-	-	-	5,000
	<u>57,000</u>	<u>-</u>	<u>-</u>	<u>(9,000)</u>	<u>48,000</u>
<b>General funds</b>					
General Funds - all funds	<u>158,532</u>	<u>182,914</u>	<u>(245,420)</u>	<u>680</u>	<u>96,706</u>
<b>Total Unrestricted funds</b>	<u>215,532</u>	<u>182,914</u>	<u>(245,420)</u>	<u>(8,320)</u>	<u>144,706</u>
<b>Restricted funds</b>					
Waltham Abbey Outreach	-	22,367	(25,883)	3,516	-
Energy Advice Project	1,737	-	(1,737)	-	-
Limes Farm Hub	-	15,304	(15,807)	503	-
Aviva Advice Project	-	10,158	(14,459)	4,301	-
Volunteer Development	-	5,000	-	-	5,000
	<u>1,737</u>	<u>52,829</u>	<u>(57,886)</u>	<u>8,320</u>	<u>5,000</u>
<b>Total of funds</b>	<u><u>217,269</u></u>	<u><u>235,743</u></u>	<u><u>(303,306)</u></u>	<u><u>-</u></u>	<u><u>149,706</u></u>

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

**Purpose of Restricted funds**

**Waltham Abbey Outreach** is a multi-agency advice and support hub supporting local residents experiencing poor financial and mental wellbeing. CAEFD is the lead partner for this programme which is delivered in conjunction with local stakeholders and charity partners. The programme has also been supported by West Essex One Health partnership and the Epping Forest District Council.

**Energy Advice Project** received funding from the National Citizens Advice to train a team of advisers who support people struggling to pay for their energy costs.

**Limes Farm Outreach** is a multi-agency hub supporting local residents with issues primarily related to benefits, housing and debt. The project was funded by Epping Forest District Council.

**Aviva Advice Project** Essex Citizens advice has subcontracted Local Citizens Advice offices to deliver a general advice service to clients referred by Aviva and those contacting our national advice service. We are funded to employ two full time advisers for 12 months.

**Volunteer Development** In order to support the continued rise in demand for our advice in the Epping Forest district we have a volunteer recruitment and development strategy to ensure we have an ongoing pipeline of trained advisers to support our activities into the future.

**Purpose of Designated funds**

Designated funds held are divided into three headings (2024: three), primarily to provide for the potential need to cover a reduction or withdrawal in funding resources where new sources of funding cannot be found. Amounts have been designated to provide for any salary and restructuring costs, against failure of vital IT or other equipment needing immediate repair or replacement and where the cost cannot be met from an in year budget.

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

**13. Statement of funds continued**

**Statement of funds - prior year**

	<i>Balance at 1 April 2023 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Balance at 31 March 2024 £</i>
<b>Unrestricted funds</b>					
<b>Designated funds</b>					
<i>Property(formerly Lease/Rates)</i>	20,000	-	-	(20,000)	-
<i>Operations</i>	18,000	-	-	(3,000)	15,000
<i>Redundancy (incorporating Salary)</i>	37,000	-	-	-	37,000
<i>IT</i>	5,000	-	-	-	5,000
	<u>80,000</u>	-	-	<u>(23,000)</u>	<u>57,000</u>
<b>General funds</b>					
<i>General Funds - all funds</i>	<u>168,343</u>	<u>182,673</u>	<u>(215,484)</u>	<u>(23,000)</u>	<u>158,532</u>
<b>Total Unrestricted funds</b>	<u><u>248,343</u></u>	<u><u>182,673</u></u>	<u><u>(215,484)</u></u>	<u><u>-</u></u>	<u><u>215,532</u></u>
<b>Restricted funds</b>					
<i>Waltham Abbey Outreach</i>	-	47,932	(47,932)	-	-
<i>Cost Of Living</i>	-	30,792	(30,792)	-	-
<i>Energy Advice Project</i>	-	28,687	(26,950)	-	1,737
<i>Limes Farm Hub</i>	-	15,304	(15,304)	-	-
	<u>-</u>	<u>122,715</u>	<u>(120,798)</u>	<u>-</u>	<u>-</u>
<b>Total of funds</b>	<u><u>248,343</u></u>	<u><u>305,388</u></u>	<u><u>(336,462)</u></u>	<u><u>-</u></u>	<u><u>217,269</u></u>

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

**14. Summary of funds**

**Summary of funds - current year**

	<b>Balance at 1 April 2024 £</b>	<b>Income £</b>	<b>Expenditure £</b>	<b>Transfers in/out £</b>	<b>Balance at 31 March 2025 £</b>
Designated funds	57,000	-	-	(9,000)	48,000
General funds	158,532	182,914	(245,420)	680	96,706
Restricted funds	1,737	52,829	(57,886)	8,320	5,000
	<u>217,269</u>	<u>235,743</u>	<u>(303,306)</u>	<u>-</u>	<u>149,706</u>

**Summary of funds - prior year**

	<i>Balance at 1 April 2023 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfer in/out £</i>	<i>Balance at 31 March 2024 £</i>
Designated funds	80,000	-	-	(23,000)	57,000
General funds	168,343	182,673	(215,484)	23,000	158,532
Restricted funds	-	122,715	(120,978)	-	1,737
	<u>301,010</u>	<u>305,388</u>	<u>(336,462)</u>	<u>-</u>	<u>217,269</u>

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

**15. Analysis of net assets between funds**

**Analysis of net assets between funds - current year**

	<b>Restricted funds 2025 £</b>	<b>Unrestricted funds 2025 £</b>	<b>Total funds 2025 £</b>
Current assets	5,000	156,484	<b>161,484</b>
Creditors due within one year	-	(11,778)	<b>(11,778)</b>
<b>Total</b>	<u><u>5,000</u></u>	<u><u>144,706</u></u>	<u><u>149,706</u></u>

**Analysis of net assets between funds - prior year**

	<i>Restricted funds 2024 £</i>	<i>Unrestricted funds 2024 £</i>	<i>Total funds 2024 £</i>
Current assets	1,737	265,339	267,076
Creditors due within one year	(37,708)	(12,099)	(49,807)
<b>Total</b>	<u><u>(35,971)</u></u>	<u><u>253,240</u></u>	<u><u>217,269</u></u>

**16. Related party transactions**

The Company has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the Company at 31 March 2025 (2024:NIL).

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

England & Wales - Charity number 1118465

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# Accounts

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Registered number: 05852220  
Charity number: 1118465

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**  
(A Company Limited by Guarantee)

**UNAUDITED**

**TRUSTEES' REPORT AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2024**

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**  
**(A Company Limited by Guarantee)**

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**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

**REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS  
FOR THE YEAR ENDED 31 MARCH 2024**

<b>Trustees</b>	Mr N Conway, Chair (resigned 19 <sup>h</sup> October 2023) Ms J G Wells, Chair Mr I Allsop, Deputy Chair Ms I J Bowen Ms N Goswami Mellor Ms D Lowry Mr S W Murray (resigned 24 <sup>th</sup> July 2024) Mr B Sarpal Mr R Bassett (resigned 5 <sup>th</sup> July 2024) Ms V Manning-Monro (appointed 19 <sup>th</sup> October 2023)
<b>Company registered number</b>	05852220
<b>Charity registered number</b>	1118465
<b>Registered office</b>	Regus Epping The Civic Building 2 <sup>nd</sup> Floor 323 High Street Epping Essex CM16 4BZ
<b>Accountants</b>	Haslers Chartered Accountants Old Station Road Loughton Essex IG10 4PL
<b>Bankers</b>	CAF Bank Limited PO Box 289 West Mailing Kent ME19 4TA

## **EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

### **TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2024**

The Trustees present their Annual Report together with the Financial Statements of the Company for the year 1 April 2023 to 31 March 2024. The Annual Report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual Report and Financial Statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the Company qualifies as small under section 382 of the Companies Act 2006, the Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

The Charity also operates under the names Citizens Advice Epping Forest District.

#### **Objectives and Activities**

##### **a. Policies and Objectives**

The objectives of Citizens Advice Epping Forest District (the charity) are to promote any charitable purpose for the public benefit of the community in the Epping Forest District and surrounding areas, by the advancement of education, the protection and preservation of health, and the relief of poverty, sickness and distress.

The charity provides a free, independent and impartial advice service to all people on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination. It aims to provide the advice people need for the problems they face, and also to help improve the policies and practices that affect people's lives.

The trustees have complied with their duty under section 4 of the Charities Act 2011 to have regard to the public benefit guidance published by the Charity Commission. The manner by which the trustees have delivered the charitable objectives for the public benefit is described below.

## EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

### TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

#### Achievements and Performance

##### a. Main Achievements of the Company

###### In 2023/24 we said we would:

Continue to provide a full range of services to meet the needs of our clients and fulfil our public duties. As part of this commitment our goals were to:

- Consistently achieve at least 70% answered call rates on adviceline, even with rising client numbers.
- Pilot one new hub within one of the four super output areas within the district.
- Introducing a new fuel poverty team to provide energy advice and casework for clients struggling with the cost of heating their homes.
- Launching and growing the use of a dedicated website for clients to access advice and information.
- Develop a pilot to evaluate the impact of advice on people living with one of the Core 20+ health conditions to demonstrate the value of financial wellbeing on overall health.

The effects of the cost of living crisis resulted in higher numbers of clients coming to us for advice and support. The key issues we dealt with were benefits entitlements, housing and debt. In the year we supported 2,471 clients with 6,308 issues. This was a 13% increase on the number of clients supported in the previous year. The financial impact for clients as a result of our advice was £1.3million.

The telephone service continued to be the primary route to advice for our clients (45%). However, a significant number of people contacted us through our email channel - with 26% of clients reaching us through this route.

We expanded our in person outreach support with the development of a new hub in Limes Farm, Chigwell. Together with the hubs in Waltham Abbey and Epping, 16% of clients were supported in person. Our outreach services are partnership projects delivering advice alongside other organisations who can provide holistic support to our clients - creating a "one stop" offer. We work alongside council teams from housing, revenue and benefits as well as community mental health teams and the Department of Work and Pensions staff. This means the key issues our clients need support with can be dealt with in one place.

With the rising costs in utilities, we trained a team of advisers to provide energy advice support to meet the growing need. In the year, we supported 69 people who were in, or at risk of, fuel poverty. As a result of our comprehensive advice, we achieved over £96,000 of financial outcomes for these clients. We also worked with GP practices in the Waltham Abbey area to refer patients living with COPD to our hub to receive energy advice to ensure they could manage their additional energy needs and heat their homes.

As well as providing advice to clients we also work to raise awareness of the issues people are dealing with and work in partnership within the community to ensure services are available to meet their needs. In the year we set out to:

- Participate in two awareness raising campaigns linked to socio-economic inequalities within the District.
- Engage with external stakeholders and partners to ensure our charity is embedded in the community to the benefit of meeting our clients' needs holistically.
- Ensure staff and volunteers are supported to deliver services at a time of high demand and increasingly complex needs.

## **EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

### **TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024**

Given the rising costs of living, we focussed our awareness raising activities to support campaigns related to financial wellbeing. We promoted Debt Awareness Week, Energy Advice Week and Talk Money Week through our services and social media activities.

Partnership work is critical to the success of our advice services as it enables us to provide a holistic advice service to clients to resolve their issues. Our team participates in local stakeholder meetings and events and our Chief Executive chairs the District Council's Socio Economic Action Group which feeds into the District's Wellbeing Strategy. We also use the Frontline referral system to both promote our services as well as receiving and making direct referrals to partner organisations. This tool enables us to share basic information about our clients' situation which means they don't have to cover the same ground with different providers. It also enables us to see where our referrals are coming from which means we can forge stronger relationships with organisations that are working with clients that may need our independent advice.

Our staff and volunteer team has not been immune to the additional pressures of the cost of living crisis. The increase in client numbers, coupled with the complexity of their issues can take its toll on our team. We therefore invested in a mental health first aid programme for all our team to help build resilience and provide them with tools to manage their own mental wellbeing.

Even small charities have to work within governance frameworks. We have to comply with the standards set out by the Charity Commission, The Financial Conduct Authority, Advice Quality Standard, the Information Commissioner's Office and the National Citizens Advice. This requires a committed board of trustees supported by a team of professional colleagues. During the year, we committed to

- Maintain our Quality of Advice Standard through our annual National Citizens Advice audit process.
- Undertake a review of our premises strategy and whether further efficiencies can be achieved within our operating budget.
- Ensure at least 50% of our income is achieved outside of our District grant Service Level Agreement.

We are an independent charity, with our own board of trustees and governing articles. We are responsible for raising the funds needed to deliver our services. We are grateful for the support of the District Council who provide us with a substantial annual grant, but to meet the demand in the community we have to fundraise from a wide range of sources to cover the costs of advice. Other funders in the year included West Essex ICB, Essex County Council, Loughton Town Council and grants directed through the national Charity.

Controlling costs is as important as raising income and in the year we undertook a review of our premises strategy. The charity's services are only operational 3 days a week and our in person support for clients is delivered through community outreaches. The use of our premises in Epping was for administration only and was not being used to its capacity. With the rising costs of energy and other maintenance contracts, it was agreed the costs of maintaining such a large premises was not an effective use of funds and we took the decision to move to a small serviced office within the Civic building in Epping.

#### **Financial Review**

##### **a. Financial Position**

The resources of the charity were applied during the period to the provision of advice to individuals. The financial position as at 31st March 2024 will allow the charity to continue its activities. The primary source of income for the charity is grants from public authorities - including county, district and town councils. We have diversified our income to include funding from partners working in health and grants that support specific client needs such as fuel poverty. The trustees wish to thank all our funding partners who generously supported us to maintain, and indeed grow, our services and ensure our governance structures are fit for purpose.

## EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

### TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

Income comes to the charity in two main ways: either without restriction and available to be spent on the day-to-day operation of the charity in meeting its objectives; or restricted where monies are used to deliver specific services or projects. The main cost of all operations is the salaries and overheads of paid staff. We ensure our staff are remunerated appropriately and introduced a pay and award policy to ensure salaries keep pace with inflationary pressures and that all pay and rewards are applied consistently and fairly.

#### **Risk Management**

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The trustees continue to consider the major risks which may have a significant effect on operational performance (including risks to staff and volunteers) and achievement of the stated objectives.

During the year, trustees embarked on a review of the risk register and monitoring process to ensure our risk management procedures are embedded in all that we do and reflect the risks associated with achievement of our business objectives. During the year, no days of service delivery were lost due to failure of systems. We did have an Employment Tribunal claim raised against us related to the transfer of our Help to Claim contract to another provider. However, this was defended successfully, and the claim was not upheld.

#### **b. Reserves Policy**

The trustees review the reserves policy as part of the business planning and budgeting process and set the level of reserves that ensure the charity can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising. It has taken into consideration the reliability and continuance of future funding, timing of cash flows and working capital requirements, cover for unplanned emergency repairs and potential liabilities relating to staff should there be closure of a particular activity.

The board determined to continue to hold sufficient reserves to cover essential expenditure needed to maintain the operating capacity of our local office.

- Development and investment (internal). This is an essential expenditure needed to maintain the operating capacity of our local office. We have aggregated amounts needed to spend on the ongoing renewal of IT to support the core advice delivery and maintain a hybrid staffing model and this comes to **£5,000**.
- The retention of three months operating costs to meet unexpected events (such as a significant loss of funding). The amount of reserves is calculated from the annual operating budget (excluding salaries which are covered below) and amounts to **£15,000**.
- The retention of funds to cover the cost of payment in lieu of notice and redundancy for staff in the event of a crisis wind down of the charity. The redundancy liability as at 31<sup>st</sup> March 2024 amounted to **£37,000**.

The reserves position will continue to be monitored and amended if appropriate to reflect any changes in funding circumstances.

## EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

### TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

#### c. Future Developments

Our business plan for 2024/25 focuses on meeting the continued demand for our advice services with a professional team of advisers. However, we also need to ensure we provide cost effective services as the funding environment becomes harder to navigate. As such our key areas for development are:

- Maintaining our telephone first advice service as our primary channel for advice.
- Developing our volunteering strategy to provide a range of flexible volunteer opportunities to support our services and our infrastructure.
- Continue to develop our email advice channel to meet the growth in use of this access point by our clients.
- Work with partners to deliver hyper-local in person services in areas of highest deprivation.
- Achieve re-accreditation of our Quality Advice standard.
- Continue to meet the demand for energy advice and foodbank and other charity referrals.
- Continue to diversify and grow fundraising income to secure the future of our advice services.
- Work in partnership with stakeholders in the District to provide a holistic and seamless service for our clients
- Maintain awareness of the charity and our services through continued awareness and campaigning activities.

#### Structure, Governance and Management

##### Governing Document

The charity is administered and managed subject to and in conformity with the provisions of the Memorandum and Articles of Association as amended in 2019. The charity is limited by guarantee and its operations are primarily the provision of advice to local citizens in need of help. The charity is a member of the National Association of Citizens Advice.

##### Appointment of Board Members

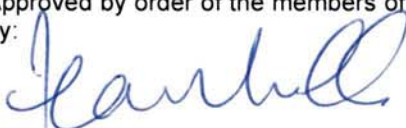
Trustees are appointed in one of the following manners: elected at the AGM; or by being co-opted by the Board. Certain outside organisations nominate representatives to attend meetings of the Board.

##### Investment Powers

Investment decisions are taken by the Board.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the members of the board of Trustees on 12<sup>th</sup> November 2024 and signed on their behalf by:



**Ms J G Wells**  
(Chair of Trustees)

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

**STATEMENT OF TRUSTEES' RESPONSIBILITIES  
FOR THE YEAR ENDED 31 MARCH 2024**

The Trustees (who are also the directors of the Company 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).

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 Company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Company's transactions and disclose with reasonable accuracy at any time the financial position of the 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 Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees on 12<sup>th</sup> November 2024 and signed on its behalf by:



**Ms J G Wells**  
(Chair of Trustees)

**EPHING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

**INDEPENDENT EXAMINER'S REPORT (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024**

**Independent Examiner's Report to the Trustees of Epping Forest District 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 Trustees of the Company (and 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 the Company's accounts 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 ACCA, which is one of the listed bodies.

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

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

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

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

**INDEPENDENT EXAMINER'S REPORT (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024**

This report is made solely to the Company's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the Company's Trustees those matters I am required to state to them in an Independent Examiner's Report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Company and the Company's Trustees as a body, for my work or for this report.



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Signed:

12<sup>th</sup> November 2024

P Thain

FCCA

**Haslers**

Chartered Accountants  
Old Station Road  
Loughton  
Essex  
IG10 4PL

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)  
FOR THE YEAR ENDED 31 MARCH 2024**

	Note	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
<b>Income from:</b>					
Donations and grants	3	122,715	178,673	301,388	248,154
Other trading activities	4	-	799	799	824
Investments	5	-	3,199	3,199	692
Other income	6	-	2	2	26
<b>Total income</b>		<b>122,715</b>	<b>182,673</b>	<b>305,388</b>	<b>249,696</b>
<b>Expenditure on:</b>					
Charitable activities	7	120,978	215,484	336,462	302,363
<b>Total expenditure</b>		<b>120,978</b>	<b>215,484</b>	<b>336,462</b>	<b>302,363</b>
<b>Net (expenditure)/income</b>		<b>1,737</b>	<b>(32,811)</b>	<b>(31,074)</b>	<b>(52,667)</b>
Transfers between funds	13	-	-	-	-
<b>Net movement in funds</b>		<b>1,737</b>	<b>(32,811)</b>	<b>(31,074)</b>	<b>(52,667)</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		-	248,343	248,343	301,010
Net movement in funds		1,737	(32,811)	(31,074)	(52,667)
<b>Total funds carried forward</b>		<b>1,737</b>	<b>215,532</b>	<b>217,269</b>	<b>248,343</b>

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 13 to 24 form part of these financial statements.

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)  
REGISTERED NUMBER: 05852220

BALANCE SHEET  
AS AT 31 MARCH 2024

	Note	2024 £	2023 £
<b>Current assets</b>			
Debtors	11	13,678	4,290
Cash at bank and in hand		253,398	274,407
		<u>267,076</u>	<u>278,697</u>
Creditors: amounts falling due within one year	12	(49,807)	(30,354)
<b>Net current assets</b>		<u>217,269</u>	<u>248,343</u>
<b>Total assets less current liabilities</b>		<u>217,269</u>	<u>248,343</u>
<b>Total net assets</b>		<u>217,269</u>	<u>248,343</u>
<b>Charity funds</b>			
Restricted funds	13	1,737	-
Unrestricted funds	13	215,532	248,343
<b>Total funds</b>		<u>217,269</u>	<u>248,343</u>

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)  
REGISTERED NUMBER: 05852220**

**BALANCE SHEET (CONTINUED)  
AS AT 31 MARCH 2024**

The Company was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

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

The financial statements were approved and authorised for issue by the Trustees on 12<sup>th</sup> November 2024 and signed on their behalf by:



**Ms J G Wells**  
(Chair of Trustees)

The notes on pages 13 to 24 form part of these financial statements.

## **EPHING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

### **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024**

#### **1. General information**

Epping Forest District Citizens Advice Bureau is a charitable organisation, registered in England and Wales, with a registration number 05852220. The address of the registered office is Regus Epping, The Civic Building, 2<sup>nd</sup> Floor, 323 High Street, Epping, Essex CM16 4BZ. The principal objective of the charity is to promote any charitable purpose for the public benefit of the community in the Epping Forest District and surrounding areas, by the advancement of education, the protection and preservation of health, and the relief of poverty, sickness and distress.

#### **2. Accounting policies**

##### **2.1 Basis of preparation of financial statements**

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Epping Forest District 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.

##### **2.2 Income**

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

Grants are included in the Statement of Financial Activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance Sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

##### **2.3 Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024**

**2. Accounting policies (continued)**

**2.3 Expenditure (continued)**

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Company's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

**2.4 Debtors**

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**2.5 Cash at bank and in hand**

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**2.6 Liabilities and provisions**

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of Financial Activities as a finance cost.

**2.7 Financial instruments**

The Company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024**

**2. Accounting policies (continued)**

**2.8 Fund accounting**

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Company and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

**3. Income from donations and grants**

	<b>Restricted funds 2024 £</b>	<b>Unrestricted funds 2024 £</b>	<b>Total funds 2024 £</b>	<i>Total funds 2023 £</i>
Donations	-	535	<b>535</b>	354
Grants	122,715	178,138	<b>300,853</b>	247,800
	<hr/>	<hr/>	<hr/>	<hr/>
	122,715	178,673	<b>301,388</b>	248,154
	<hr/>	<hr/>	<hr/>	<hr/>
<i>Total 2023</i>	59,808	188,346	248,154	

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024

4. Income from other trading activities

Income from non-charitable trading activities

	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Charity trading income – 100 Club	799	<u>799</u>	<u>824</u>
<i>Total 2023</i>	<u>824</u>	<u>824</u>	

5. Investment income

	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Investment income	3,199	<u>3,199</u>	<u>692</u>
<i>Total 2023</i>	<u>692</u>	<u>692</u>	

6. Other incoming resources

	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Other income	2	<u>2</u>	<u>26</u>
<i>Total 2023</i>	<u>26</u>	<u>26</u>	

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024**

**7. Analysis of expenditure on charitable activities**

**Summary by fund type**

	<b>Restricted funds 2024 £</b>	<b>Unrestricted funds 2024 £</b>	<b>Total 2024 £</b>	<i>Total 2023 £</i>
Expenditure	<u>120,978</u>	<u>215,484</u>	<u><b>336,462</b></u>	<u>302,363</u>
<i>Total 2023</i>	<u>65,560</u>	<u>236,803</u>	<u>302,363</u>	

**8. Analysis of expenditure by activities**

	<b>Activities undertaken directly 2024 £</b>	<b>Support costs 2024 £</b>	<b>Total funds 2024 £</b>	<i>Total funds 2023 £</i>
Expenditure	<u>248,617</u>	<u>87,845</u>	<u><b>336,462</b></u>	<u>302,363</u>
<i>Total 2023</i>	<u>236,371</u>	<u>65,992</u>	<u>302,363</u>	

**Analysis of direct costs**

	<b>Total funds 2024 £</b>	<i>Total funds 2023 £</i>
Staff costs	<b>216,227</b>	207,626
Other direct costs	<b>32,390</b>	28,745
	<u><b>248,617</b></u>	<u>236,371</u>

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024**

**Analysis of support costs**

	<b>Total funds 2024 £</b>	<i>Total funds 2023 £</i>
Salary Costs	51,723	37,973
Staff Other costs	2,571	616
Repairs and Maintenance	1,438	1,997
Office Expenses	4,425	3,746
Telephone and Communications	2,047	2,018
Computer Expenses	1,598	1,136
Insurance	1,602	1,685
Rent	10,149	7,200
Rates	659	1,149
Light and Heat	1,157	2,179
Audit, Legal and Professional	10,091	6,205
Other Expenses	385	88
	<b>87,845</b>	<i>65,992</i>

**9. Staff costs**

	<b>2024 £</b>	<i>2023 £</i>
Wages and salaries	267,951	245,599
	<b>267,951</b>	<i>245,599</i>

The average number of persons employed by the Company during the year was as follows:

	<b>2024 No.</b>	<i>2023 No.</i>
Charitable purposes	11	10
Management and administration of charity	4	3
	<b>15</b>	<i>13</i>

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024**

No employee received remuneration amounting to more than £60,000 in either year.

Pension Costs - Pension arrangements for employees is operated on a defined contributions basis and are open to all employees at any time. The company contributes 6% of pensionable earnings. The assets of the scheme are held separately from those of the company in schemes managed by Aviva and Standard Life. The pension contributions shown in the year represent the contributions payable by the company.

**10. Trustees' remuneration and expenses**

During the year, no trustees received any remuneration or other benefits (2023 - NIL).

During the year ended 31 March 2024, no trustee expenses have been incurred (2023 - NIL).

**11. Debtors**

	2024 £	2023 £
<b>Due within one year</b>		
Other debtors	8,780	621
Prepayments and accrued income	4,898	3,669
	<u>13,678</u>	<u>4,290</u>

**12. Creditors: Amounts falling due within one year**

	2024 £	2023 £
Trade creditors	2,660	1,269
Other taxation and social security	4,032	3,034
Accruals and deferred income	43,115	26,051
	<u>49,807</u>	<u>30,354</u>

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024**

**13. Statement of funds**

**Statement of funds - current year**

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2024 £
<b>Unrestricted funds</b>					
<b>Designated funds</b>					
Property	20,000	-	-	(20,000)	-
Operations	18,000	-	-	(3,000)	15,000
Redundancy	37,000	-	-	-	37,000
IT	5,000	-	-	-	5,000
	<u>80,000</u>	<u>-</u>	<u>-</u>	<u>(23,000)</u>	<u>57,000</u>
<b>General funds</b>					
General Funds - all funds	<u>168,343</u>	<u>182,673</u>	<u>(215,484)</u>	<u>23,000</u>	<u>158,532</u>
<b>Total Unrestricted funds</b>	<u>248,343</u>	<u>182,673</u>	<u>(215,484)</u>	<u>-</u>	<u>215,532</u>
<b>Restricted funds</b>					
Cost Of Living	-	30,792	(30,792)	-	-
Waltham Abbey Outreach	-	47,932	(47,932)	-	-
Energy Advice Project	-	28,687	(26,950)	-	1,737
Limes Farm Hub	-	15,304	(15,304)	-	-
	<u>-</u>	<u>122,715</u>	<u>(120,978)</u>	<u>-</u>	<u>1,737</u>
<b>Total of funds</b>	<u><u>248,343</u></u>	<u><u>305,388</u></u>	<u><u>(336,462)</u></u>	<u><u>-</u></u>	<u><u>217,269</u></u>

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024**

**Purpose of Restricted funds**

**Cost of Living Advice** received funding from Essex County Council, to increase advisor hours to meet the significant growth in client numbers due to the impact of the cost of living crisis.

**Waltham Abbey Outreach** is a multi-agency advice and support hub supporting local residents experiencing poor financial and mental wellbeing. CAEFD is the lead partner for this programme which is delivered in conjunction with local stakeholders and charity partners. The programme has also been supported by West Essex One Health partnership and the Epping Forest District Council.

**Energy Advice Project** received funding from the National Citizens Advice to train a team of advisers who support people struggling to pay for their energy costs.

**Limes Farm Outreach** is a multi-agency hub supporting local residents with issues primarily related to benefits, housing and debt. The project was funded by Epping Forest District Council.

**Purpose of Designated funds**

Designated funds held are divided into three headings (2023: four), primarily to provide for the potential need to cover a reduction or withdrawal in funding resources where new sources of funding cannot be found. Amounts have been designated to provide for any salary and restructuring costs, against failure of vital IT or other equipment needing immediate repair or replacement and where the cost cannot be met from an in year budget.

**Transfers between funds**

Revisions to the amounts designated in line with the reserve policy have been transferred from the unrestricted funds.

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024**

13. **Statement of funds continued**

**Statement of funds - prior year**

	<i>Balance at 1 April 2022 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Balance at 31 March 2023 £</i>
<b>Unrestricted funds</b>					
<b>Designated funds</b>					
<i>Property(formerly Lease/Rates)</i>	10,000	-	-	10,000	20,000
<i>Operations</i>	-	-	-	18,000	18,000
<i>Redundancy (incorporating Salary)</i>	20,000	-	-	17,000	37,000
<i>Salary</i>	20,000	-	-	(20,000)	-
<i>IT</i>	-	-	-	5,000	5,000
	<u>50,000</u>	<u>-</u>	<u>-</u>	<u>30,000</u>	<u>80,000</u>
<b>General funds</b>					
<i>General Funds - all funds</i>	<u>250,318</u>	<u>189,888</u>	<u>(236,803)</u>	<u>(35,060)</u>	<u>168,343</u>
<b>Total Unrestricted funds</b>	<u>300,318</u>	<u>189,888</u>	<u>(236,803)</u>	<u>(5,060)</u>	<u>248,343</u>
<b>Restricted funds</b>					
<i>ECC COMF - Digital resilience</i>	692	-	(692)	-	-
<i>Waltham Abbey Outreach</i>	-	40,000	(45,725)	5,725	-
<i>Kickstart</i>	-	14,108	(12,778)	(1,330)	-
<i>Multiply Project</i>	-	5,700	(6,365)	665	-
	<u>692</u>	<u>59,808</u>	<u>(65,560)</u>	<u>5,060</u>	<u>-</u>
<b>Total of funds</b>	<u>301,010</u>	<u>249,696</u>	<u>(302,363)</u>	<u>-</u>	<u>248,343</u>

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024

14. Summary of funds

Summary of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2024 £
Designated funds	80,000	-	-	(23,000)	57,000
General funds	168,343	182,673	(215,484)	23,000	158,532
Restricted funds	-	122,715	(120,978)	-	1,737
	<u>248,343</u>	<u>305,388</u>	<u>(336,462)</u>	<u>-</u>	<u>217,269</u>

Summary of funds - prior year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfer in/out £	Balance at 31 March 2023 £
Designated funds	50,000	-	-	30,000	80,000
General funds	250,318	189,888	(236,803)	(35,060)	168,343
Restricted funds	692	59,808	(65,560)	5,060	-
	<u>301,010</u>	<u>249,696</u>	<u>(302,363)</u>	<u>-</u>	<u>248,343</u>

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**  
**(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**15. Analysis of net assets between funds**

**Analysis of net assets between funds - current year**

	<b>Restricted funds 2024 £</b>	<b>Unrestricted funds 2024 £</b>	<b>Total funds 2024 £</b>
Current assets	1,737	265,339	<b>267,076</b>
Creditors due within one year	(37,708)	(12,099)	<b>(49,807)</b>
<b>Total</b>	<u>(35,971)</u>	<u>253,240</u>	<u><b>217,269</b></u>

**Analysis of net assets between funds - prior year**

	<i>Restricted funds 2023 £</i>	<i>Unrestricted funds 2023 £</i>	<i>Total funds 2023 £</i>
Current assets	-	278,697	278,697
Creditors due within one year	-	(30,354)	(30,354)
<b>Total</b>	<u>-</u>	<u>248,343</u>	<u>248,343</u>

**16. Related party transactions**

The Company has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the Company at 31 March 2024.

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

England & Wales - Charity number 1118465

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# Accounts

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Registered number: 05852220  
Charity number: 1118465

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**  
**(A Company Limited by Guarantee)**

**UNAUDITED**

**TRUSTEES' REPORT AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**  
**(A Company Limited by Guarantee)**

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**EPHING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

**REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS  
FOR THE YEAR ENDED 31 MARCH 2023**

<b>Trustees</b>	Mr N Conway, Chair Ms J G Wells Mr I Allsop, Deputy Chair Ms I J Bowen Ms N Goswami Ms D Lowry Mr S W Murray Mr B Sarpal Mr R Bassett Mr S Snooks (resigned 02 May 2023)
<b>Company registered number</b>	05852220
<b>Charity registered number</b>	1118465
<b>Registered office</b>	Ernest Withers House 50A Hemnall Street Epping Essex CM16 4LS
<b>Accountants</b>	Haslers Chartered Accountants Old Station Road Loughton Essex IG10 4PL
<b>Bankers</b>	CAF Bank Limited PO Box 289 West Mailing Kent ME19 4TA

# **EPHING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

## **TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2023**

The Trustees present their Annual Report together with the Financial Statements of the Company for the year 1 April 2022 to 31 March 2023. The Annual Report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual Report and Financial Statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the Company qualifies as small under section 382 of the Companies Act 2006, the Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

The Charity also operates under the names Citizens Advice Epping Forest District.

### **Objectives and Activities**

#### **Policies and Objectives**

The objectives of Citizens Advice Epping Forest District (the charity) are to promote any charitable purpose for the public benefit of the community in the Epping Forest District and surrounding areas, by the advancement of education, the protection and preservation of health, and the relief of poverty, sickness and distress.

The charity provides a free, independent and impartial advice service to all people on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination. It aims to provide the advice people need for the problems they face, and also to help improve the policies and practices that affect people's lives.

The trustees have complied with their duty under section 4 of the Charities Act 2011 to have regard to the public benefit guidance published by the Charity Commission. The manner by which the trustees have delivered the charitable objectives for the public benefit is described below.

# EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

## TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

### Achievements and Performance

#### Main Achievements of the Company

**In 2022/23 we said we would** - Continue to provide a full range of services to meet the needs of our clients and fulfil our public duties. As part of this commitment our goals were to:

- Continue to develop our successful hyper-local outreach model and identify opportunities to further develop the existing service as well as expanding the model in the District.
- Continue to develop our services to ensure we reach those client groups in our District that may not be aware of, or have access to, our services.
- Launch a new website that supports residents to access advice online, giving people the tools they need to move forward with their issues where they are able. This frees up adviser time to support those that need a more personal approach.

As we emerged from the impact of the Coronavirus Pandemic, more people started to experience changes in their financial circumstances due to the removal of government safety nets. This was followed swiftly by the Cost-of-Living crisis which has had far more impact on our services.

- Client demand rose rapidly.
- Clients were presenting with increasingly complex cases.
- Our service was recognised as a trusted and safe brand and we became one of the most in demand services within our community hubs.

**During the 2022/23 we supported** - 2,181 clients with 4,836 issues and achieved a cumulative change in their financial circumstances equivalent to a £970,648 outcome. The telephone service has been the primary route to advice for our clients but new visitors to our outreach services also grew beyond our expectations. Rather than developing new services, we concentrated on bolstering the number of advisers on our existing channels so that more people could be supported at this time of need. By the end of the financial year, despite the growth in client numbers, we were reaching over 20% more people with our quality advice service.

Our flagship hub in Waltham Abbey has become a beacon for supporting people with financial and mental wellbeing advice and support. The hub capacity was increased to operating once a week and over the course of the year and has continued to deliver a holistic advice model for people like John\*

*John came to the hub at a low period in his life where his anxiety and depression was getting worse due to his personal financial circumstances. He was raising two primary-aged children alone in a one bedroomed property. He constantly worried he wasn't doing enough for his children and they would become homeless. This worry escalated a mental health condition meaning he couldn't work.*

*During his visits to the hub was supported by the mental health team to receive one to one coaching and his financial situation was improved by getting John access to child benefit, getting him on the housing list to bid for larger properties, accessing benefits he was entitled to and implementing debt repayment plans.*

*All of this took time, but John kept going as he felt supported. He has now reached a place where he feels strong enough to return to work part time and his anxiety levels have been reduced as he has just enough income to manage his day to day living costs.*

*\*client names are changed to protect their identity and privacy.*

## EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

### TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

Partnership working is critical to the success of our advice service as it enables us to offer clients a service which dovetails with other providers to meet their needs holistically, with the aim of enabling residents to resolve their issues for the longer term. Our team works closely with a wide range of partners and leads on programmes of work that tackle inequalities linked to socio-economic factors that have a recognised impact on wellbeing and health. In the year we committed to:

- Work with stakeholders for the benefit of clients.
- Support the review of the Epping Forest District Council's (EFDC) wellbeing strategy through involvement in their stakeholder engagement activities.
- Support the EFDC response to the homes for Ukrainian Refugees ensuring our advice services dovetail with the wider district response for refugee and host wellbeing.
- Develop the socio-economic response for health inequalities through continued co-chairing of the West Essex CCG steering group.

We delivered on all of these goals during the year and can demonstrate the positive impact through increased referrals into our services, continued financial support from our partners to deliver our advice and an improved client experience by minimising the amount of different agencies they have to interact with to have their issues resolved.

Even small charities like ours have to work within strict governance frameworks. We need to ensure our services and operations meet the requirements such as those set out by the Charity Commission, the Financial Conduct Authority, Advice Quality Standard, the Information Commissioner's Office and membership of the National Citizens Advice charity. This requires a committed board of trustees supported by a team of professional colleagues. During the course of the year, we committed to:

- Invest in paid adviser roles that would enable us to expand our reach quickly and effectively while we further develop our volunteering model.
- Develop a funding strategy to support the diversity of income needed to ensure greater security for our services.
- Revisit the charity's strategy and resulting business plan.
- Continue our internal systems development to ensure we are fit for the future and providing an efficient and effective service with excellent governance processes and procedures.

Over the year, the trustees approved a deficit budget that utilised reserves to build our core advice team using a paid adviser model. The aim of this was to enable us to respond quickly and consistently to the significant increase in client demand. Whilst we are fortunate to have a number of professional volunteers supporting the charity, the number of people coming forward to train as volunteer advisers has been diminishing and our services were struggling to meet the increase in demand. A paid adviser model provided us with the hours we needed every week to respond to the growth in client numbers. Of course, we still welcome volunteer support and the combined paid and volunteer team works well together.

We are an organisation committed to Equality and Diversity which runs through all that we do. During the year, we adopted the Disability Confident Standards for all our recruitment, conducted an annual survey to ensure we are reflecting the diversity of our clients within our Board and throughout our charity, developed an EDI training module for trustees, staff and volunteers and achieved funding for awareness training for the team to better understand how neurodiversity can affect our clients and colleagues.

The trustees and the leadership team also met to review the charity's strategy and business plan to ensure that we understand the changing nature of our clients' needs in light of the cost-of-living crisis and that our

## **EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

### **TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023**

infrastructure and expertise is fit for purpose.

#### **Financial Review**

##### **Financial Position**

The resources of the charity were applied during the period to the provision of advice to individuals. The financial position as at 31st March 2023 will allow the charity to continue its activities. The primary source of income for the charity is grants from public authorities - including county, district and town councils. We have diversified our income to include funding from partners working in health and grants that support specific client needs such as fuel poverty. The trustees wish to thank all our funding partners who generously supported us to maintain, and indeed grow, our services and ensure our governance structures are fit for purpose.

Income comes to the charity in two main ways: either without restriction and available to be spent on the day-to-day operation of the charity in meeting its objectives; or restricted where monies are used to deliver specific services or projects. The main cost of all operations is the salaries and overheads of paid staff. We ensure our staff are remunerated appropriately and introduced a pay and award policy to ensure salaries keep pace with inflationary pressures and that all pay and rewards are applied consistently and fairly.

##### **Risk Management**

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The trustees continue to consider the major risks which may have a significant effect on operational performance (including risks to staff and volunteers) and achievement of the stated objectives.

During the year, trustees embarked on a review of the risk register and monitoring process to ensure our risk management procedures are embedded in all that we do and reflect the risks associated with achievement of our business objectives. During the year, no days of service delivery were lost due to failure of systems. We did have an Employment Tribunal claim raised against us related to the transfer of our Help to Claim contract to another provider. However, this was defended successfully and the claim was not upheld.

##### **Reserves Policy**

The trustees review the reserves policy as part of the business planning and budgeting process and set the level of reserves that ensure the charity can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising. It has taken into consideration the reliability and continuance of future funding, timing of cash flows and working capital requirements, cover for unplanned emergency repairs and potential liabilities relating to staff should there be closure of a particular activity.

The board determined to continue to hold sufficient reserves to cover essential expenditure needed to maintain the operating capacity of our local office.

- We aggregated amounts needed to spend on the ongoing renewal of IT to support the core advice delivery and maintain a hybrid staffing model at **£5,000**.
- The retention of three months operating costs to meet unexpected events (such as a significant loss of funding). The amount of reserves is calculated from the annual operating budget (excluding salaries which are covered within the redundancy calculation below) at **£18,000**.

## EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

### TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

- The retention of funds to cover the cost of payment in lieu of notice and redundancy for staff in the event of a crisis wind down of the charity. The redundancy liability as at 1st July 2022 amounted to **£37,000**.
- Due to the introduction of new office lease arrangements, the charity is now responsible for all internal repairs to our offices and 50% of any repairs to the building at 50a Hemnall Street. It was agreed by the Trustees at the Strategy Away Day on the 24th January 2023 to introduce a sinking fund of **£20,000**.

The reserves position will continue to be monitored and amended if appropriate to reflect any changes in funding circumstances.

### Future Plans and Developments

The refresh of our strategic plan included a review of our client needs assessment given the impact of the Cost-of-Living Crisis on residents within our District and running costs for the charity. As a result our business plan objectives for 2023-24 include the following key priorities:

- Consistently achieving at least 70% answered call rates on adviceline, even with rising client numbers.
- Piloting one new hub within one of the four super output areas within the district.
- Introducing a new fuel poverty team to provide energy advice and casework for clients struggling with the cost of heating their homes.
- Launching and growing the use of a dedicated website for clients to access advice and information.
- Develop a pilot to evaluate the impact of advice on people living with one of the Core 20+ health conditions to demonstrate the value of financial wellbeing on overall health.
- Maintain our Quality of Advice Standard through our annual National Citizens Advice audit process.
- Participate in two awareness raising campaigns linked to socio-economic inequalities within the District.
- Engage with external stakeholders and partners to ensure our charity is embedded in the community to the benefit of meeting our clients' needs holistically.
- Ensure at least 50% of our income is achieved outside of our District grant Service Level Agreement.
- Ensure staff and volunteers are supported to deliver services at a time of high demand and increasingly complex needs.
- Undertake a review of our premises strategy and whether further efficiencies can be achieved within our operating budget.

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

**TRUSTEES' REPORT (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023**

**Structure, Governance and Management**

**Governing Document**

The charity is administered and managed subject to and in conformity with the provisions of the Memorandum and Articles of Association as amended in 2019. The charity is limited by guarantee and its operations are primarily the provision of advice to local citizens in need of help. The charity is a member of the National Association of Citizens Advice.

Appointment of Board Members Trustees are appointed in one of the following manners: elected at the AGM; or by being co-opted by the Board. Certain outside organisations nominate representatives to attend meetings of the Board. Investment Powers Investment decisions are taken by the Board.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the members of the board of Trustees on 19 October, 2023 and signed on their behalf by:



**Mr I Allsop**  
(Deputy Chair of Trustees)

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

**TRUSTEES' REPORT (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023**

**STATEMENT OF TRUSTEES' RESPONSIBILITIES  
FOR THE YEAR ENDED 31 MARCH 2023**

The Trustees (who are also the directors of the Company 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).

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 Company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Company's transactions and disclose with reasonable accuracy at any time the financial position of the 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 Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees on 19 October, 2023 and signed on its behalf by:



**Mr I Allsop**  
(Deputy Chair of Trustees)

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)**

**INDEPENDENT EXAMINER'S REPORT  
FOR THE YEAR ENDED 31 MARCH 2023**

**Independent Examiner's Report to the Trustees of Epping Forest District 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 2023.

**Responsibilities and Basis of Report**

As the Trustees of the Company (and 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 the Company's accounts 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.

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

(A Company Limited by Guarantee)

**INDEPENDENT EXAMINER'S REPORT (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023**

**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 ACCA, which is one of the listed bodies.

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

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

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

This report is made solely to the Company's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the Company's Trustees those matters I am required to state to them in an Independent Examiner's Report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Company and the Company's Trustees as a body, for my work or for this report.

Signed: 

Dated: 19 October, 2023

P Thain

FCCA

**Haslers**  
Chartered Accountants  
Old Station Road  
Loughton  
Essex  
IG10 4PL

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

(A Company Limited by Guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)  
FOR THE YEAR ENDED 31 MARCH 2023**

	Note	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
<b>Income from:</b>					
Donations and grants	3	59,808	188,346	248,154	317,972
Other trading activities	4	-	824	824	1,133
Investments	5	-	692	692	17
Other income	6	-	26	26	300
<b>Total income</b>		<u>59,808</u>	<u>189,888</u>	<u>249,696</u>	<u>319,422</u>
<b>Expenditure on:</b>					
Charitable activities	7	65,560	236,803	302,363	279,791
<b>Total expenditure</b>		<u>65,560</u>	<u>236,803</u>	<u>302,363</u>	<u>279,791</u>
<b>Net (expenditure)/income</b>		(5,752)	(46,915)	(52,667)	39,631
Transfers between funds	13	5,060	(5,060)	-	-
<b>Net movement in funds</b>		<u>(692)</u>	<u>(51,975)</u>	<u>(52,667)</u>	<u>39,631</u>
<b>Reconciliation of funds:</b>					
Total funds brought forward		692	300,318	301,010	261,379
Net movement in funds		(692)	(51,975)	(52,667)	39,631
<b>Total funds carried forward</b>		<u>-</u>	<u>248,343</u>	<u>248,343</u>	<u>301,010</u>

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 16 to 26 form part of these financial statements.

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)  
REGISTERED NUMBER: 05852220

BALANCE SHEET  
AS AT 31 MARCH 2023

	Note	2023 £	2022 £
<b>Current assets</b>			
Debtors	11	4,290	5,452
Cash at bank and in hand		274,407	337,584
		<u>278,697</u>	<u>343,036</u>
Creditors: amounts falling due within one year	12	(30,354)	(42,026)
<b>Net current assets</b>		<u>248,343</u>	<u>301,010</u>
<b>Total assets less current liabilities</b>		<u>248,343</u>	<u>301,010</u>
<b>Total net assets</b>		<u><u>248,343</u></u>	<u><u>301,010</u></u>
<b>Charity funds</b>			
Restricted funds	13	-	692
Unrestricted funds	13	248,343	300,318
<b>Total funds</b>		<u><u>248,343</u></u>	<u><u>301,010</u></u>

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

**(A Company Limited by Guarantee)  
REGISTERED NUMBER: 05852220**

**BALANCE SHEET (CONTINUED)  
AS AT 31 MARCH 2023**

The Company was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

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

The financial statements were approved and authorised for issue by the Trustees on 19 October, 2023 and signed on their behalf by:



**Mr I Allsop**  
(Deputy Chair of Trustees)

The notes on pages 16 to 26 form part of these financial statements.

# EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

### 1. General information

Epping Forest District Citizens Advice Bureau is a charitable organisation, registered in England and Wales, with a registration number 05852220. The address of the registered office is Ernest Withers House, 50A Hemnall Street, Epping, Essex CM16 4LS. The principal objective of the charity is to promote any charitable purpose for the public benefit of the community in the Epping Forest District and surrounding areas, by the advancement of education, the protection and preservation of health, and the relief of poverty, sickness and distress.

### 2. Accounting policies

#### 2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Epping Forest District 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.

#### 2.2 Income

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

Grants are included in the Statement of Financial Activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance Sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

#### 2.3 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Company's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT

# EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

### 2. Accounting policies (continued)

#### 2.4 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

#### 2.5 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

#### 2.6 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of Financial Activities as a finance cost.

#### 2.7 Financial instruments

The Company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

#### 2.8 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Company and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023**

**3. Income from donations and grants**

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Donations	-	354	354	1,838
Grants	59,808	187,992	247,800	316,134
	<u>59,808</u>	<u>188,346</u>	<u>248,154</u>	<u>317,972</u>
<i>Total 2022</i>	<u>152,661</u>	<u>165,311</u>	<u>317,972</u>	

**4. Income from other trading activities**

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Charity trading income – 100 Club	<u>824</u>	<u>824</u>	<u>1,133</u>
<i>Total 2022</i>	<u>1,133</u>	<u>1,133</u>	

**5. Investment income**

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Investment income	<u>692</u>	<u>692</u>	<u>17</u>
<i>Total 2022</i>	<u>17</u>	<u>17</u>	

**6. Other incoming resources**

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Other income	<u>-</u>	<u>26</u>	<u>26</u>	<u>300</u>
<i>Total 2022</i>	<u>300</u>	<u>-</u>	<u>300</u>	

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023

7. Analysis of expenditure on charitable activities

Summary by fund type

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total 2023 £	Total 2022 £
Expenditure	<u>65,560</u>	<u>236,803</u>	<u>302,363</u>	<u>279,791</u>
Total 2022	<u>196,655</u>	<u>83,136</u>	<u>279,791</u>	

8. Analysis of expenditure by activities

	Activities undertaken directly 2023 £	Support costs 2023 £	Total funds 2023 £	Total funds 2022 £
Expenditure	<u>236,371</u>	<u>65,992</u>	<u>302,363</u>	<u>279,791</u>
Total 2022	<u>230,000</u>	<u>49,791</u>	<u>279,791</u>	

Analysis of direct costs

	Total funds 2023 £	Total funds 2022 £
Staff costs	207,626	178,601
Other direct costs	28,745	51,399
	<u>236,371</u>	<u>230,000</u>

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023**

**8. Analysis of expenditure by activities (continued)**

**Analysis of support costs**

	<b>Total funds 2023</b>	<i>Total funds 2022</i>
	£	£
Salary Costs	37,973	20,702
Staff Other costs	616	-
Repairs and Maintenance	1,997	1,672
Office Expenses	3,746	4,962
Telephone and Communications	2,018	614
Computer Expenses	1,136	2,321
Insurance	1,685	2,407
Rent	7,200	9,052
Rates	1,149	1,336
Light and Heat	2,179	1,306
Audit, Legal and Professional	6,205	5,036
Other Expenses	88	383
	<u>65,992</u>	<u>49,791</u>

**9. Staff costs**

	<b>2023</b>	<i>2022</i>
	£	£
Wages and salaries	245,599	199,303
	<u>245,599</u>	<u>199,303</u>

The average number of persons employed by the Company during the year was as follows:

	<b>2023</b>	<b>2022</b>
	<b>No.</b>	<b>No.</b>
Charitable purposes	10	8
Management and administration of charity	3	2
	<u>13</u>	<u>10</u>

No employee received remuneration amounting to more than £60,000 in either year.

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023**

**9. Staff costs (continued)**

Pension Costs - Pension arrangements for employees is operated on a defined contributions basis and are open to all employees at any time. The company contributes 6% of pensionable earnings. The assets of the scheme are held separately from those of the company in schemes managed by Aviva and Standard Life. The pension contributions shown in the year represent the contributions payable by the company.

**10 Trustees' remuneration and expenses**

During the year, no trustees received any remuneration or other benefits (2022 - NIL).

During the year ended 31 March 2023, no trustee expenses have been incurred (2022 - NIL).

**11. Debtors**

	2023	2022
	£	£
<b>Due within one year</b>		
Other debtors	621	1,101
Prepayments and accrued income	3,669	4,351
	<u>4,290</u>	<u>5,452</u>

**12. Creditors: Amounts falling due within one year**

	2023	2022
	£	£
Trade creditors	1,269	840
Other taxation and social security	3,034	3,401
Accruals and deferred income	26,051	37,785
	<u>30,354</u>	<u>42,026</u>

**EPHING FOREST DISTRICT CITIZENS ADVICE BUREAU**

(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023**

**13. Statement of funds**

**Statement of funds - current year**

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/(out) £	Balance at 31 March 2023 £
<b>Unrestricted funds</b>					
<b>Designated funds</b>					
Property (formerly Lease/Rates)	10,000	-	-	10,000	20,000
Operations	-			18,000	18,000
Redundancy (incorporating Salary)	20,000	-	-	17,000	37,000
Salary	20,000	-	-	(20,000)	-
IT	-	-	-	5,000	5,000
	<u>50,000</u>	<u>-</u>	<u>-</u>	<u>30,000</u>	<u>80,000</u>
<b>General funds</b>					
General Funds - all funds	<u>250,318</u>	<u>189,888</u>	<u>(236,803)</u>	<u>(35,060)</u>	<u>168,343</u>
<b>Total Unrestricted funds</b>	<u>300,318</u>	<u>189,888</u>	<u>(236,803)</u>	<u>(5,060)</u>	<u>248,343</u>
<b>Restricted funds</b>					
ECC COMF - Digital resilience	692	-	(692)	-	-
Waltham Abbey Outreach	-	40,000	(45,725)	5,725	-
Kickstart	-	14,108	(12,778)	(1,330)	-
Multiply Project	-	5,700	(6,365)	665	-
	<u>692</u>	<u>59,808</u>	<u>(65,560)</u>	<u>5,060</u>	<u>-</u>
<b>Total of funds</b>	<u>301,010</u>	<u>249,696</u>	<u>(302,363)</u>	<u>-</u>	<u>248,343</u>

## EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

#### Purpose of Restricted funds

**Waltham Abbey Outreach** is funded by 3 separate funders, namely Everyone Active, Essex Community Foundation and Essex Alliance and is a multi-agency advice hub supporting residents struggling to cope. CAEFD leads the project but it is delivered in partnership with key stakeholders. It was funded by Epping Forest DC during 2021-22.

**Multiply Project** is funded by Essex County council to tackle the impact of poor numeracy amongst adults across the County. Clients are encouraged to consider attending workshops or training programmes that would help them with the tools they need to better manage their budgets and finances.

**Kickstart** is funded by DWP which allows employers and gateways to bid for grant funding to create new employment opportunities for the public benefit based on eligibility criteria.

**ECC COMF - Digital resilience** - Contain Outbreak Management Funds (COMF) to support increased capacity to meet the needs of residents with advice by enhancing the charity's digital/remote offers of support.

#### Purpose of Designated funds

Designated funds held are divided into four (2022: three) headings, primarily to provide for the potential need to cover a reduction or withdrawal in funding resources where new sources of funding cannot be found. Amounts have been designated to provide for any salary and restructuring costs, against failure of vital IT or other equipment needing immediate repair or replacement and repair, refurbishment or fitting out of existing or new premises and where the cost cannot be met from an in-year budget.

#### Transfers between funds

Where restricted projects have balances less than £1,000 at the yearend, unless agreed with the funder to carry these forward or treat them differently, they are transferred to unrestricted funds.

Kickstart funding was for staff salaries and related costs, such as recruitment and training, and therefore the balance after salary costs has been transferred to unrestricted funds to be offset against staff related costs.

Waltham Abbey Outreach and Multiply projects have both made deficits for the year, and since these shortfalls cannot be recovered, the balances have been written off to unrestricted funds.

Revisions to the amounts designated in line with the reserve policy have been transferred from the unrestricted funds.

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023**

13. **Statement of funds (continued)**

**Statement of funds - prior year**

	<i>Balance at 1 April 2021 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/(out) £</i>	<i>Balance at 31 March 2022 £</i>
<i>Unrestricted funds</i>					
<i>Designated funds</i>					
<i>Lease/Rates</i>	10,000	-	-	-	10,000
<i>Redundancy</i>	20,000	-	-	-	20,000
<i>Salary</i>	20,000	-	-	-	20,000
	<hr/> 50,000	<hr/> -	<hr/> -	<hr/> -	<hr/> 50,000
<b>General funds</b>					
<i>General Funds - all funds</i>	<u>174,020</u>	<u>166,461</u>	<u>(83,136)</u>	<u>(7,027)</u>	<u>250,318</u>
<b>Total Unrestricted funds</b>	<u><u>224,020</u></u>	<u><u>166,461</u></u>	<u><u>(83,136)</u></u>	<u><u>(7,027)</u></u>	<u><u>300,318</u></u>
<b>Restricted funds</b>					
<i>Debt Management</i>	7,850	36,201	(44,051)	-	-
<i>Universal support</i>	941	44,476	(45,417)	-	-
<i>Training &amp; Development</i>	8,609	-	(8,609)	-	-
<i>COVID - Recovery</i>	19,959	285	(26,968)	6,724	-
<i>ECC COMF - Digital resilience</i>	-	51,667	(50,975)	-	692
<i>Waltham Abbey Outreach</i>	-	15,832	(15,832)	-	-
<i>Kickstart</i>	<hr/> -	<hr/> 4,500	<hr/> (4,803)	<hr/> 303	<hr/> -
	<hr/> 37,359	<hr/> 152,961	<hr/> (196,655)	<hr/> 7,027	<hr/> 692
<b>Total of funds</b>	<u><u>261,379</u></u>	<u><u>319,422</u></u>	<u><u>(279,791)</u></u>	<u><u>-</u></u>	<u><u>301,010</u></u>

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023**

**14. Summary of funds**

**Summary of funds - current year**

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/(out) £	Balance at 31 March 2023 £
Designated funds	50,000	-	-	30,000	80,000
General funds	250,318	189,888	(236,803)	(35,060)	168,343
Restricted funds	692	59,808	(65,560)	5,060	-
	<u>301,010</u>	<u>249,696</u>	<u>(302,363)</u>	<u>-</u>	<u>248,343</u>

**Summary of funds - prior year**

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfer in/out £	Balance at 31 March 2022 £
Designated funds	50,000	-	-		50,000
General funds	174,020	166,461	(83,136)	(7,027)	250,318
Restricted funds	37,359	152,961	(196,655)	7,027	692
	<u>261,379</u>	<u>319,422</u>	<u>(279,791)</u>	<u>-</u>	<u>301,010</u>

**15. Analysis of net assets between funds**

**Analysis of net assets between funds - current year**

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £
Current assets	-	278,697	278,697
Creditors due within one year	-	(30,354)	(30,354)
<b>Total</b>	<u>-</u>	<u>248,343</u>	<u>248,343</u>

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023

Analysis of net assets between funds - prior year

	<i>Restricted funds 2022 £</i>	<i>Unrestricted funds 2022 £</i>	<i>Total funds 2022 £</i>
<i>Current assets</i>	692	342,344	343,036
<i>Creditors due within one year</i>	-	(42,026)	(42,026)
<b>Total</b>	<u>692</u>	<u>300,318</u>	<u>301,010</u>

16. Related party transactions

The Company has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the Company at 31 March 2023 (2022 – NIL).

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

England & Wales - Charity number 1118465

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# Accounts

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**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**  
**(A Company Limited by Guarantee)**

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**UNAUDITED**

**TRUSTEES' REPORT AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2022**

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**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**  
**(A Company Limited by Guarantee)**

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**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**  
**(A Company Limited by Guarantee)**

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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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<b>Trustees</b>	Mr N Conway, Chair Ms J G Wells Ms A Happell, Treasurer (Resigned 21 October 2021) Ms C Hartley (Resigned 11 January 2022) Mr I Allsop, Deputy Chair Ms I J Bowen Dr M L Gilbert (Resigned 21 October 2021) Mr P W Gordon (Resigned 21 October 2021) Ms N Goswami Ms D Lowry Mr S W Murray Mr B Sarpal Mr R Bassett (appointed 14 April 2021) Mr S Snooks (appointed 21 October 2021)
<b>Company registered number</b>	05852220
<b>Charity registered number</b>	1118465
<b>Registered office</b>	Ernest Withers House 50A Hemnall Street Epping Essex CM16 4LS
<b>Accountants</b>	Haslers Chartered Accountants Old Station Road Loughton Essex IG10 4PL
<b>Bankers</b>	CAF Bank Limited PO Box 289 West Mailing Kent ME19 4TA

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**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**  
**(A Company Limited by Guarantee)**

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**TRUSTEES' REPORT**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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The Trustees present their Annual Report together with the Financial Statements of the Company for the year 1 April 2021 to 31 March 2022. The Annual Report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual Report and Financial Statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the Company qualifies as small under section 382 of the Companies Act 2006, the Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

The Charity also operates under the names Citizens Advice Epping Forest District.

### **Objectives and Activities**

#### **a. Policies and Objectives**

The objectives of Citizens Advice Epping Forest District (the charity) are to promote any charitable purpose for the public benefit of the community in the Epping Forest District and surrounding areas, by the advancement of education, the protection and preservation of health, and the relief of poverty, sickness and distress.

The charity provides a free, independent and impartial advice service to all people on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination. It aims to provide the advice people need for the problems they face, and also to help improve the policies and practices that affect people's lives.

The trustees have complied with their duty under section 4 of the Charities Act 2011 to have regard to the public benefit guidance published by the Charity Commission. The manner by which the trustees have delivered the charitable objectives for the public benefit is described below.

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**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**  
**(A Company Limited by Guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**Achievements and Performance**

**a. Main Achievements of the Company**

2021/22 was another year disrupted by Covid but thanks to our phone first advice service and the changes we had already introduced in 2020/21, we were able to maintain a high level of advice for clients. Overall, 1,752 clients were supported, a 30% increase on the previous year. We helped with 4,693 issues and have calculated a financial outcome for clients of £543,820.

Below are some of the objectives we set for the year and the actions taken to meet them.

**We said we would improve our service accessibility for clients, prioritising those who live in areas of deprivation, with-more outreaches in areas of need**

**What we did: Outreach**

Waltham Abbey Outreach - a pilot project launched in September 2021. The project was specifically targeted to meet the needs of people living with poor financial and mental wellbeing and funded by a grant from West Essex One Health Partnership. Recognising these issues are often interlinked we set up a project delivered in a non-stigmatised location (the leisure centre) with a multi-agency approach to meet client needs holistically. This was a great success having supported 101 clients by the end of March 2022. Thanks to Eput mental health team, Waltham Abbey leisure centre, Epping Forest District Council (EFDC) Public Health and Community Champions teams and the Department for Work and Pensions (DWP) for their support.

The success of this project has enabled us to secure funding to maintain it for a further 12 months and expand the service to run every Tuesday and add in group workshops on a range of topics.

Epping Forest Civic Hub - the District Council, as part of its Civic building refurbishment, has created a multi-agency hub to support residents across the District. We have a presence there every Thursday and work alongside Council staff and other charities to provide a seamless service to visitors needing help with a range of issues.

**Recruit more advisers**

Despite continued Covid restrictions, we were able to recruit 10 new volunteers to support our advice services; however by the year's end, half of new advisers had left the service due to success in achieving paid roles or not being able to meet the requirements/time required for training.

Our adviser role is a professional volunteering role requiring significant commitment to a rigorous training programme. As with many other Local Citizens Advice (LCAs) we are finding it increasingly difficult to recruit people who can commit to the time that's needed to train to meet our advice standards and so we are reviewing how we can continue to support the growth in client demand with the change in volunteer behaviours. This includes making use of the Government's Kickstart Scheme to provide a 6-month employment opportunity for young people on Universal Credit.

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**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**  
**(A Company Limited by Guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**Achievements and Performance (continued)**

**We said we would ensure representation on key community groups to raise awareness of the role CAEFD plays in supporting people in our community.**

**What we did:**

We have worked closely with colleagues in the EFDC well-being team to ensure our advice service aligns with the EFDC wellbeing strategy. This has included representation on their Be Well Action Group.

We have also worked closely with West Essex One Health Partnership health inequalities team. As a result of this engagement, we have been able to demonstrate the positive impact Citizens Advice services in West Essex have on improving socio economic factors which is recognised as being a key factor in public health. Our Chief Executive has been invited to co-chair the One Health Partnership socio-economic Steering Committee.

We are members of the EFDC Community Hub Steering and Operational groups for the Epping Civic Hub and have been active supporters of the development of this service.

Our Chair is a board member for Essex Citizens Advice consortium which supports all the LCAs across Essex, especially with business development support.

**We said we would commence a wide reaching programme to support a flexible infrastructure adaptable to change and fit for the future**

**What we did:**

As a result of investment in IT systems, we now have a centralised system which enables all our staff and volunteers to work more efficiently and collaborate in their working practices. This cloud-based system supports a flexible and home working environment and also ensures our corporate memory is retained. We undertook a thorough review of our policies and procedures and ensured the charity is fit for purpose and has good working practices and culture that supports staff and volunteers to provide a quality advice service. This included an audit by our parent charity (CitA) which was passed and means we retain our Advice Quality Standard accreditation (AQS).

The Board undertook a thorough review of its premises strategy and, given that we had proven we could successfully operate a telephone first strategy during the Covid lockdown and had been unable to utilise two out of three of our offices, we took the decision to end the leases on our Waltham Abbey and Loughton offices.

The charity has been subcontracted by CitA to deliver the DWP's Help to Claim service supporting people making their first claim for Universal Credit. This contract was ending on 31st March 2022. CitA submitted a successful bid for the re-commissioning of this service but it did mean a much reduced footprint of sub-contractors. CAEFD was not successful in bidding for the new contract and so we prepared for an end of contract. TUPE applied to our staff working on the contract, who transferred to the incoming provider on 31st March 2022. Clients in our District will still have access to this support from Citizens Advice South Essex. However, we will need to replace the income this contract brought to support the costs of our general overheads.

The trustees undertook a review of the charity's strategic direction with two strategy sessions to consider the charity's strategic direction in light of the impact of Covid and the resulting change in client needs.

**We said we would develop an Equality and Diversity Strategy that runs throughout the whole charity and becomes embedded in all that we do.**

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**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**  
**(A Company Limited by Guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**Achievements and Performance (continued)**

**What we did:**

Appointed a trustee champion for Equality, Diversity and Inclusion (EDI) to ensure we have leadership at a strategic level for the charity.

Produce an EDI strategy to ensure EDI issues are a priority throughout the charity and that our services are representative for our communities and individual client needs.

Implemented an EDI benchmarking survey so that we are representative of our clients throughout our organisation.

Developed a training programme for staff, volunteers and trustees.

Signed up to the Disability Confident Standard.

**Financial Review**

**a. Financial Position**

The resources of the charity were applied during the period to the provision of advice to individuals. The financial position at 31 March 2022 will allow the charity to continue its activities. The primary source of income for the charity is grants from public authorities - including county, district, and town councils. Additionally, the trustees wish to thank funders who generously supported us to maintain services throughout the pandemic, including funding for infrastructure, IT systems and volunteer recruitment. This enabled the charity to invest in equipment and systems which support a more flexible advice model. However, while small amounts raised in donations and from bank interest continued, the pandemic meant that no event or face-to-face fundraising activity was possible.

Income comes to the charity in two main ways: either without restriction and available to be spent on the day-to-day operation of the charity in meeting its objectives; or for projects where the monies are used to deliver specific services. The main cost of all operations is the salaries and overheads of paid staff, though it is important to note that over 50 dedicated volunteers supported the charity during the year with a variety of skills and input including charity governance, delivering advice, supporting services and helping the core staff team with day-to-day administration.

**Risk Management**

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The trustees continue to consider the major risks which may have a significant effect on:

Operational performance, including risks to personnel and volunteers,

Achievement of the stated aims and objectives,

**Meeting the Expectations of Clients and Supporters.**

The trustees review these risks on an ongoing basis and satisfy themselves that adequate systems and procedures are in place to mitigate and manage the risks identified.

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**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**  
**(A Company Limited by Guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**b. Reserves Policy**

The trustees reviewed and introduced a new reserves policy during the year and have determined that:

The charity should hold financial reserves in order to ensure it can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising. It has taken into account the reliability and continuance of future funding, timing of cash flows and working capital requirements, cover for unplanned emergency repairs and potential liabilities relating to staff should there be closure of a particular activity. The trustees review the reserves annually and agree a level that is felt appropriate given the business climate. The calculation of reserves is after designating funds for the following purposes: Development and investment (internal). This is an essential expenditure needed to maintain the operating capacity of our local office. The aggregated amounts needed to spend on the ongoing renewal of IT to support the core advice delivery and maintain a hybrid staffing model comes to £10,000. The trustees have determined to retain 3 months of operating costs in reserves to meet unexpected events (such as a significant loss of funding). The amount of reserves is calculated from the annual operating budget (excluding salaries which are covered below) and amounts to £20,000. The trustees have agreed to retain the cost of redundancy for staff in the event of a crisis wind down of the charity. The redundancy liability as at 1st July 2021 amounts to £32,000.

The reserves position will continue to be monitored and amended if appropriate to reflect any changes in funding circumstances.

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**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**  
**(A Company Limited by Guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**c. Future Developments**

Plans for future periods

The charity will continue to provide a full range of services to meet the needs of its clients and fulfill its public benefit duties. The trustees are committed to continually reviewing strategy and assessing the optimal ways in which to deliver services, including how technological developments can assist. Additionally, the charity will continue to monitor areas of need and beneficiary demographics to ensure that as many people as possible can access its services, and that wherever possible all of those with significant needs are being reached.

Building on the objectives met this year we plan to introduce the following initiatives and measures in 2022/23.

- Launch a new website that supports residents to access advice online giving people the tools they need to move forward with their issues where they are able. This frees up adviser time to support those that need a more personal approach
- Invest in paid adviser roles that enable us to expand our reach quickly and effectively while we further develop our volunteering model .
- Continue to develop our successful hyper-local outreach model and identify opportunities to further develop the existing service as well as identify opportunities to expand the model in the District.
- Support the review of the EFDC wellbeing strategy through involvement in their stakeholder engagement activities
- Support the EFDC response to the Homes for Ukrainian Refugees ensuring our advice services dovetail with the wider district response for refugee and host wellbeing .
- Develop the socio-economic response for health inequalities through continued co-chairing of the West Essex CCG steering group
- Continue our internal systems development to ensure we are fit for the future and providing an efficient and effective service with excellent governance processes and procedures.
- Develop a funding strategy that supports the diversity of income to provide greater security for our services  
Relaunch the charity's strategy and resulting business plan
- Ensure we meet the disability confident standard in our recruitment practices
- Undertake our annual benchmarking survey to ensure we are reflecting the diversity of our clients from our Board and throughout our charity
- Continue to develop our services to ensure we reach those client groups in our District that may not be able to or aware of our services.

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**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**  
**(A Company Limited by Guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**Structure, Governance and Management**

**a. Governing Document**

The charity is administered and managed subject to and in conformity with the provisions of the Memorandum and Articles of Association as amended in 2019. The charity is limited by guarantee and its operations are primarily the provision of advice to local citizens in need of help. The charity is a member of the National Association of Citizens Advice.

Appointment of Board Members Trustees are appointed in one of the following manners: elected at the AGM; or by being co-opted by the Board. Certain outside organisations nominate representatives to attend meetings of the Board. Investment Powers Investment decisions are taken by the Board.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the members of the board of Trustees on 18 October 2022 and signed on their behalf by:

**Mr N Conway**  
(Chair of Trustees)

A handwritten signature in black ink, appearing to read 'N Conway', with a long horizontal flourish extending to the right.

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**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**  
**(A Company Limited by Guarantee)**

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**STATEMENT OF TRUSTEES' RESPONSIBILITIES**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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The Trustees (who are also the directors of the Company 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).

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 Company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Company's transactions and disclose with reasonable accuracy at any time the financial position of the 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 Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees on 18 October 2022 and signed on its behalf by:

**Mr N Conway**  
(Chair of Trustees)

A handwritten signature in black ink, appearing to read 'N Conway', with a large, sweeping horizontal stroke underneath.

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**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU  
(A Company Limited by Guarantee)**

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**INDEPENDENT EXAMINER'S REPORT  
FOR THE YEAR ENDED 31 MARCH 2022**

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**Independent Examiner's Report to the Trustees of Epping Forest District Citizens Advice Bureau  
(the Company)**

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

**Responsibilities and Basis of Report**

As the Trustees of the Company (and 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 the Company's accounts 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.

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**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**  
**(A Company Limited by Guarantee)**

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**INDEPENDENT EXAMINER'S REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**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 ACCA, which is one of the listed bodies.

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

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

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

This report is made solely to the Company's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the Company's Trustees those matters I am required to state to them in an Independent Examiner's Report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Company and the Company's Trustees as a body, for my work or for this report.

Signed: 

P Thain

Dated: 18 October 2022

FCCA

**Haslers**

Chartered Accountants  
Old Station Road  
Loughton  
Essex  
IG10 4PL

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**  
(A Company Limited by Guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

	Note	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £	<i>Total funds 2021 £</i>
<b>Income from:</b>					
Donations and grants	3	152,661	165,311	317,972	301,795
Other trading activities	4	-	1,133	1,133	2,388
Investments	5	-	17	17	30
Other income	6	300	-	300	115
<b>Total income</b>		<b>152,961</b>	<b>166,461</b>	<b>319,422</b>	<b>304,328</b>
<b>Expenditure on:</b>					
Charitable activities	7	196,655	83,136	279,791	215,277
<b>Total expenditure</b>		<b>196,655</b>	<b>83,136</b>	<b>279,791</b>	<b>215,277</b>
<b>Net (expenditure)/income</b>		<b>(43,694)</b>	<b>83,325</b>	<b>39,631</b>	<b>89,051</b>
Transfers between funds	13	7,027	(7,027)	-	-
<b>Net movement in funds</b>		<b>(36,667)</b>	<b>76,298</b>	<b>39,631</b>	<b>89,051</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		37,359	224,020	261,379	172,328
Net movement in funds		(36,667)	76,298	39,631	89,051
<b>Total funds carried forward</b>		<b>692</b>	<b>300,318</b>	<b>301,010</b>	<b>261,379</b>

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 15 to 26 form part of these financial statements.

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**  
**(A Company Limited by Guarantee)**  
**REGISTERED NUMBER: 05852220**

**BALANCE SHEET**  
**AS AT 31 MARCH 2022**

	Note	2022 £	2021 £
<b>Current assets</b>			
Debtors	11	5,452	14,514
Cash at bank and in hand		337,584	249,872
		<u>343,036</u>	<u>264,386</u>
Creditors: amounts falling due within one year	12	(42,026)	(3,007)
<b>Net current assets</b>		<u>301,010</u>	<u>261,379</u>
<b>Total assets less current liabilities</b>		<u>301,010</u>	<u>261,379</u>
<b>Total net assets</b>		<u><u>301,010</u></u>	<u><u>261,379</u></u>
<b>Charity funds</b>			
Restricted funds	13	692	37,359
Unrestricted funds	13	300,318	224,020
<b>Total funds</b>		<u><u>301,010</u></u>	<u><u>261,379</u></u>

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**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**  
**(A Company Limited by Guarantee)**  
**REGISTERED NUMBER: 05852220**

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**BALANCE SHEET (CONTINUED)**  
**AS AT 31 MARCH 2022**

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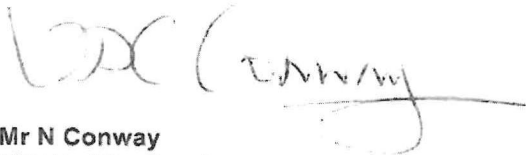
The Company was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

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

The financial statements were approved and authorised for issue by the Trustees on 18 October 2022 and signed on their behalf by:



**Mr N Conway**  
(Chair of Trustees)

The notes on pages 15 to 26 form part of these financial statements.

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**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**1. General information**

Epping Forest District Citizens Advice Bureau is a charitable organisation, registered in England and Wales, with a registration number 05852220. The address of the registered office is Ernest Withers House, 50A Hemnall Street, Epping, Essex CM16 4LS. The principal objective of the charity is to promote any charitable purpose for the public benefit of the community in the Epping Forest District and surrounding areas, by the advancement of education, the protection and preservation of health, and the relief of poverty, sickness and distress.

**2. Accounting policies**

**2.1 Basis of preparation of financial statements**

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Epping Forest District 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.

**2.2 Income**

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

Grants are included in the Statement of Financial Activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance Sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

**2.3 Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

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**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**2. Accounting policies (continued)**

**2.3 Expenditure (continued)**

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Company's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

**2.4 Debtors**

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**2.5 Cash at bank and in hand**

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**2.6 Liabilities and provisions**

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of Financial Activities as a finance cost.

**2.7 Financial instruments**

The Company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

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**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**2. Accounting policies (continued)**

**2.8 Fund accounting**

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Company and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

**3. Income from donations and grants**

	<b>Restricted funds 2022 £</b>	<b>Unrestricted funds 2022 £</b>	<b>Total funds 2022 £</b>	<i>Total funds 2021 £</i>
Donations	285	1,553	<b>1,838</b>	7,469
Grants	152,376	163,758	<b>316,134</b>	294,326
	<u>152,661</u>	<u>165,311</u>	<u><b>317,972</b></u>	<u>301,795</u>
<i>Total 2021</i>	<u>134,830</u>	<u>166,965</u>	<u>301,795</u>	

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**  
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**4. Income from other trading activities**

**Income from non charitable trading activities**

	<b>Unrestricted funds 2022 £</b>	<b>Total funds 2022 £</b>	<i>Total funds 2021 £</i>
Charity trading income	1,133	<b>1,133</b>	2,388
<i>Total 2021</i>	2,388	2,388	

**5. Investment income**

	<b>Unrestricted funds 2022 £</b>	<b>Total funds 2022 £</b>	<i>Total funds 2021 £</i>
Investment income	17	<b>17</b>	30
<i>Total 2021</i>	30	30	

**6. Other incoming resources**

	<b>Restricted funds 2022 £</b>	<b>Unrestricted funds 2022 £</b>	<b>Total funds 2022 £</b>	<i>Total funds 2021 £</i>
Other income	300	-	<b>300</b>	115
<i>Total 2021</i>	-	115	115	

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**  
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**7. Analysis of expenditure on charitable activities**

**Summary by fund type**

	<b>Restricted funds 2022 £</b>	<b>Unrestricted funds 2022 £</b>	<b>Total 2022 £</b>	<i>Total 2021 £</i>
Expenditure	196,655	83,136	<b>279,791</b>	215,277
<i>Total 2021</i>	<i>106,080</i>	<i>109,197</i>	<i>215,277</i>	

**8. Analysis of expenditure by activities**

	<b>Activities undertaken directly 2022 £</b>	<b>Support costs 2022 £</b>	<b>Total funds 2022 £</b>	<i>Total funds 2021 £</i>
Expenditure	230,000	49,791	<b>279,791</b>	215,277
<i>Total 2021</i>	<i>175,346</i>	<i>39,931</i>	<i>215,277</i>	

**Analysis of direct costs**

	<b>Total funds 2022 £</b>	<i>Total funds 2021 £</i>
Staff costs	<b>178,601</b>	175,346
Other direct costs	<b>51,399</b>	-
	<b>230,000</b>	175,346

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**  
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**8. Analysis of expenditure by activities (continued)**

**Analysis of support costs**

	<b>Total funds 2022 £</b>	<i>Total funds 2021 £</i>
Other Staff Costs	<b>20,702</b>	-
Repairs and Maintenance	<b>1,672</b>	6,449
Office Expenses	<b>4,962</b>	4,334
Telephone and Communications	<b>614</b>	6,267
Computer Expenses	<b>2,321</b>	2,791
Insurance	<b>2,407</b>	15,416
Rent	<b>9,052</b>	2,606
Rates	<b>1,336</b>	1,091
Light and Heat	<b>1,306</b>	977
Legal and Professional	<b>5,036</b>	-
Other Expenses	<b>383</b>	-
	<b>49,791</b>	39,931

**9. Staff costs**

	<b>2022 £</b>	<i>2021 £</i>
Wages and salaries	<b>199,303</b>	175,346
	<b>199,303</b>	175,346

The average number of persons employed by the Company during the year was as follows:

	<b>2022 No.</b>	<i>2021 No.</i>
Charitable purposes	<b>8</b>	8
Management and administration of charity	<b>2</b>	2
	<b>10</b>	10

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**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**9. Staff costs (continued)**

No employee received remuneration amounting to more than £60,000 in either year.

Pension Costs - Pension arrangements for employees is operated on a defined contributions basis and are open to all employees at any time. The company contributes 6% of pensionable earnings. The assets of the scheme are held separately from those of the company in schemes managed by Aviva and Standard Life. The pension contributions shown in the year represent the contributions payable by the company.

**10. Trustees' remuneration and expenses**

During the year, no Trustees received any remuneration or other benefits (2021 - £NIL).

During the year ended 31 March 2022, no Trustee expenses have been incurred (2021 - £NIL).

**11. Debtors**

	2022 £	2021 £
<b>Due within one year</b>		
Other debtors	1,101	10,095
Prepayments and accrued income	4,351	4,419
	<u>5,452</u>	<u>14,514</u>

**12. Creditors: Amounts falling due within one year**

	2022 £	2021 £
Trade creditors	840	-
Other taxation and social security	3,401	2,487
Accruals and deferred income	37,785	520
	<u>42,026</u>	<u>3,007</u>

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**  
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**13. Statement of funds**

**Statement of funds - current year**

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2022 £
<b>Unrestricted funds</b>					
<b>Designated funds</b>					
Lease/Rates	10,000	-	-	-	10,000
Redundancy	20,000	-	-	-	20,000
Salary	20,000	-	-	-	20,000
	<u>50,000</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>50,000</u>
<b>General funds</b>					
General Funds - all funds	174,020	166,461	(83,136)	(7,027)	250,318
	<u>174,020</u>	<u>166,461</u>	<u>(83,136)</u>	<u>(7,027)</u>	<u>250,318</u>
<b>Total Unrestricted funds</b>	<b>224,020</b>	<b>166,461</b>	<b>(83,136)</b>	<b>(7,027)</b>	<b>300,318</b>
	<u>224,020</u>	<u>166,461</u>	<u>(83,136)</u>	<u>(7,027)</u>	<u>300,318</u>
<b>Restricted funds</b>					
Debt Management	7,850	36,201	(44,051)	-	-
Universal support	941	44,476	(45,417)	-	-
Training & Development	8,609	-	(8,609)	-	-
COVID - Recovery	19,959	285	(26,968)	6,724	-
ECC COMF - Digital resilience	-	51,667	(50,975)	-	692
Waltham Abbey Outreach	-	15,832	(15,832)	-	-
Kickstart	-	4,500	(4,803)	303	-
	<u>37,359</u>	<u>152,961</u>	<u>(196,655)</u>	<u>7,027</u>	<u>692</u>
<b>Total of funds</b>	<b>261,379</b>	<b>319,422</b>	<b>(279,791)</b>	<b>-</b>	<b>301,010</b>
	<u><u>261,379</u></u>	<u><u>319,422</u></u>	<u><u>(279,791)</u></u>	<u><u>-</u></u>	<u><u>301,010</u></u>

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**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**13. Statement of funds (continued)**

**Purpose of restricted funds**

Debt mitigation advice project - Funding provided by Epping Forest District Council helped to fund our debt advice and mitigation project.

The training and development project is funded by the Big Lottery to develop service delivery and quality of performance.

The universal support project is funded by Citizens Advice to deliver Help to Claim.

**Designated funds**

Designated funds held are divided into three headings, primarily to provide for the potential need to cover a reduction or withdrawal in funding resources where new sources of funding cannot be found. Amounts have been designated to provide for any salary and restructuring costs, against failure of vital IT or other equipment needing immediate repair or replacement and refurbishment or fitting out of existing or new premises and where the cost cannot be met from an in-year budget.

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**  
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**13. Statement of funds (continued)**

**Statement of funds - prior year**

	<i>Balance at 1 April 2020 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Balance at 31 March 2021 £</i>
<b>Unrestricted funds</b>				
<b>Designated funds</b>				
Lease/Rates	10,000	-	-	10,000
Redundancy	20,000	-	-	20,000
Salary	20,000	-	-	20,000
	<u>50,000</u>	<u>-</u>	<u>-</u>	<u>50,000</u>
<b>General funds</b>				
General Funds - all funds	113,719	169,498	(109,197)	174,020
	<u>163,719</u>	<u>169,498</u>	<u>(109,197)</u>	<u>224,020</u>
<b>Total Unrestricted funds</b>				
	<u>163,719</u>	<u>169,498</u>	<u>(109,197)</u>	<u>224,020</u>
<b>Restricted funds</b>				
Debt Management	-	52,500	(44,650)	7,850
Universal support	-	60,780	(59,839)	941
Training & Development	8,609	-	-	8,609
COVID - Recovery	-	21,550	(1,591)	19,959
	<u>8,609</u>	<u>134,830</u>	<u>(106,080)</u>	<u>37,359</u>
<b>Total of funds</b>	<u>172,328</u>	<u>304,328</u>	<u>(215,277)</u>	<u>261,379</u>

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**  
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**14. Summary of funds**

**Summary of funds - current year**

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2022 £
Designated funds	50,000	-	-	-	50,000
General funds	174,020	166,461	(83,136)	(7,027)	250,318
Restricted funds	37,359	152,961	(196,655)	7,027	692
	<u>261,379</u>	<u>319,422</u>	<u>(279,791)</u>	<u>-</u>	<u>301,010</u>

**Summary of funds - prior year**

	<i>Balance at 1 April 2020 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Balance at 31 March 2021 £</i>
Designated funds	50,000	-	-	50,000
General funds	113,719	169,498	(109,197)	174,020
Restricted funds	8,609	134,830	(106,080)	37,359
	<u>172,328</u>	<u>304,328</u>	<u>(215,277)</u>	<u>261,379</u>

**15. Analysis of net assets between funds**

**Analysis of net assets between funds - current year**

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £
Current assets	692	342,344	343,036
Creditors due within one year	-	(42,026)	(42,026)
<b>Total</b>	<u>692</u>	<u>300,318</u>	<u>301,010</u>

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**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**15. Analysis of net assets between funds (continued)**

**Analysis of net assets between funds - prior year**

	<i>Restricted funds 2021 £</i>	<i>Unrestricted funds 2021 £</i>	<i>Total funds 2021 £</i>
Current assets	37,359	227,027	264,386
Creditors due within one year	-	(3,007)	(3,007)
<b>Total</b>	<u>37,359</u>	<u>224,020</u>	<u>261,379</u>

**16. Related party transactions**

The Company has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the Company at 31 March 2022.

**EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU**

England & Wales - Charity number 1118465

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# Accounts

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**REGISTERED COMPANY NUMBER: 05852220 (England and Wales)**  
**REGISTERED CHARITY NUMBER: 1118465**

**REPORT OF THE TRUSTEES AND  
FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2021  
FOR  
EPPING FOREST DISTRICT CITIZENS ADVICE  
BUREAU**

Haslers  
Chartered Accountants  
Old Station Road  
Loughton  
Essex  
IG10 4PL

**EPPING FOREST DISTRICT CITIZENS ADVICE  
BUREAU**

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FOR THE YEAR ENDED 31 MARCH 2021**

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**EPPING FOREST DISTRICT CITIZENS ADVICE  
BUREAU**

**REFERENCE AND ADMINISTRATIVE DETAILS  
FOR THE YEAR ENDED 31 MARCH 2021**

**Trustees:**

Mr N Conway (Chair) (from October 2020)  
Ms J G Wells (Chair until October 2020, trustee thereafter)  
Ms A Happell (Treasurer) (from October 2020)  
Mr C N Corrigan (Treasurer) (until October 2020)  
Mr I Allsop - (Deputy Chair)  
Ms I J Bowen  
Dr M L Gilbert  
Mr P W Gordon  
Ms N Goswami (from October 2020)  
Mr S P Harding-Lister (until June 2020)  
Ms C Hartley (from October 2020)  
Ms D Lowry  
Ms A McBrayne (until October 2020)  
Mr S W Murray  
Mr B Sarpal (from October 2020)

Secretary: Ms A Happell

Chief Executive: Ms J O'Boyle

**Registered office:**

Ernest Withers House  
50A Hemnall Street  
Epping  
Essex  
CM16 4LS

**Accountants:**

Haslers  
Chartered Accountants  
Old Station Road  
Loughton  
Essex IG10 4PL

**Bankers: CAF Bank Limited**

PO Box 289  
West Mailing  
Kent  
ME19 4TA

Registered number: 5852220 (England & Wales)

Charity number: 1118465

**EPPING FOREST DISTRICT CITIZENS ADVICE  
BUREAU**

**REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2021**

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

**OBJECTIVES AND ACTIVITIES**

**Review of the year**

The objectives of Epping Forest District Citizens Advice Bureau (the charity) are to promote any charitable purpose for the public benefit of the community in the Epping Forest District and surrounding areas, by the advancement of education, the protection and preservation of health, and the relief of poverty, sickness and distress.

The charity provides a free, independent and impartial advice service to all comers on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination. It aims to provide the advice people need for the problems they face, and also to help improve the policies and practices that affect people's lives.

The trustees have complied with their duty under section 4 of the Charities Act 2011 to have regard to the public benefit guidance published by the Charity Commission. The manner by which the trustees have delivered the charitable objectives for the public benefit is described below.

**ACHIEVEMENT AND PERFORMANCE**

**Review of the year**

While the charity had offices in Epping, Loughton and Waltham Abbey during this financial period, the ongoing Covid-19 pandemic and associated restrictions meant the charity was unable to operate face-to-face services from those offices. However, it continued to offer a full range of generalist and specialist advisory services to the general public via a telephone service, and some email. The challenges of staff and volunteers working from home, both technologically and mentally, was understandably considerable especially due to great uncertainty and changing regulations, and the charity strove to ensure a balance between delivering an efficient and effective service, and meeting the needs of its advisers.

Prior to the pandemic, the charity was already committed to a move to a more telephone-based model of advice delivery so was prepared, to some degree, for the externally enforced change in how its services could be operated. In 2019/20, telephone was the channel of advice for only 20% of clients, this rose to 73% in 2020/21. Conversely, face-to-face dropped to zero from 64%. The charity also experienced a rise in advice enquiries via email from 7% in 2019/20 to 19% in 2020/21.

During the financial year, the charity supported 1,357 clients compared to 2,463 in the previous year. 3,947 issues were dealt with (8,789 in 2019/20). Overall, the charity calculates that the income gain of its clients as a result of its support was £115,280 (2019/20 - £336,441), an average of £84.95 per client.

The drop in figures can be explained by fewer clients accessing the charity's services, due in large part to Government support measures introduced during the pandemic. Additionally, the service dropped to three days a week as fewer advisers were available to help clients.

There was no significant change in the top issues being addressed by advisers, with benefits and universal credit first and second, followed by housing, debt, and relationships & family.

There was also no significant variance in the gender (37/63% male to female) or ethnicity of clients. However, there were slight increases in the percentages of clients in younger age ranges.

**EPPING FOREST DISTRICT CITIZENS ADVICE  
BUREAU**

**REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2021**

**FINANCIAL REVIEW**

**Financial position**

The resources of the charity were applied during the period to the provision of advice to individuals. The financial position at 31 March 2021 will allow the charity to continue its activities. The primary source of income for the charity is grants from public authorities - county, district, and town councils. Additionally, the trustees wish to thank funders who generously supported us to maintain services throughout the pandemic, including funding for infrastructure, IT systems and volunteer recruitment. This enabled the charity to invest in equipment and systems which support a more flexible advice model. However, while small amounts raised in donations and from bank interest continued, the pandemic meant that no event or face-to-face fundraising activity was possible.

Income comes to the charity in two main ways: either without restriction and available to be spent on the day-to-day operation of the charity in meeting its objectives; or for projects where the monies are used to deliver specific services. The main cost of all operations is the salaries and overheads of paid staff, though it is important to note that over 40 dedicated volunteers supported the charity during the year with a variety of skills and input including charity governance, delivering advice, supporting services and helping the core staff team with day-to-day administration.

**Risk management**

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The trustees continue to consider the major risks which may have a significant effect on:

- Operational performance, including risks to personnel and volunteers,
- Achievement of the stated aims and objectives,
- Meeting the expectations of clients and supporters.

The trustees review these risks on an ongoing basis and satisfy themselves that adequate systems and procedures are in place to mitigate and manage the risks identified.

During the year, with the required adoption of a remote advice service model, the trustees have specifically focused on ensuring risks associated with home working, data security and confidentiality have been prioritised and mitigated through robust policies, processes and procedures.

**Reserves policy**

In light of the pandemic, the trustees reviewed the reserves policy post year-end and have determined that:

The charity should hold financial reserves in order to ensure it can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising. It has taken into account the reliability and continuance of future funding, timing of cash flows and working capital requirements, cover for unplanned emergency repairs and potential liabilities relating to staff should there be closure of a particular activity.

The trustees review the reserves annually and agree a level that is felt appropriate given the business climate. The calculation of reserves is after designating funds for the following purposes:

Development and investment (internal). This is essential expenditure needed to maintain the operating capacity of our local office. The aggregated amounts needed to spend on the ongoing renewal of IT to support the core advice delivery and maintain a hybrid staffing model comes to £10,000.

The trustees have determined to retain 3 months of operating costs in reserves to meet unexpected events (such as a significant loss of funding). The amount of reserves is calculated from the annual operating budget (excluding salaries which are covered below) and amounts to £20,000.

The trustees have agreed to retain the cost of redundancy for staff in the event of a crisis wind down of the charity. The redundancy liability as at 1st July 2021 amounts to £32,000.

**EPPING FOREST DISTRICT CITIZENS ADVICE  
BUREAU**

**REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2021**

The reserves position will continue to be monitored and amended if appropriate to reflect any changes in funding circumstances.

**PLANS FOR FUTURE PERIODS**

The charity will continue to provide a full range of services to meet the needs of its clients and fulfil its public benefit duties. The trustees are committed to continually reviewing strategy and assessing the optimal ways in which to deliver services, including how technological developments can assist.

Additionally, the charity will continue to monitor areas of need and beneficiary demographics to ensure that as many people as possible can access its services, and that wherever possible all of those with significant needs are being reached.

The charity has an ongoing recruitment and training programme for advisers to ensure continuity.

The main challenge in recent years is the ability to raise funding to sustain its much-needed services and the trustees will continue to seek ways in which a diversified spread of income streams can be accessed.

The trustees have also committed to embedding an equality and diversity strategy to ensure our services meet the needs of our client demographics and that everyone has equal access to receive free, impartial advice and support.

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Governing document**

The charity is administered and managed subject to and in conformity with the provisions of the Memorandum and Articles of Association as amended in 2019. The charity is limited by guarantee and its operations are primarily the provision of advice to local citizens in need of help. The charity is a member of the National Association of Citizens Advice Bureaux.

Appointment of Board Members Trustees are appointed in one of the following manners: elected at the AGM; or by being co-opted by the Board. Certain outside organisations nominate representatives to attend meetings of the Board. Investment Powers Investment decisions are taken by the Board.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 21 October 2021 and signed on its behalf by:

N Conway - Trustee

A handwritten signature in blue ink that reads "N Conway". The signature is written in a cursive style with a long horizontal flourish at the end.

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF  
EPPING FOREST DISTRICT CITIZENS ADVICE  
BUREAU**

**Independent examiner's report to the trustees of Epping Forest District 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 2021.

**Responsibilities and basis of report**

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

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

**Independent examiner's statement**

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of ACCA which is one of the listed bodies.

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

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

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

  
Paul Thain BA (Hons) FCCA  
ACCA  
Haslers  
Chartered Accountants  
Old Station Road  
Loughton  
Essex  
IG10 4PL

21 October 2021

**EPPING FOREST DISTRICT CITIZENS ADVICE  
BUREAU**

**STATEMENT OF FINANCIAL ACTIVITIES  
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)  
FOR THE YEAR ENDED 31 MARCH 2021**

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	2	7,469	-	7,469	5,677
<b>Charitable activities</b>					
Charitable activities	5	159,496	134,830	294,326	267,072
Other income	3	2,418	-	2,418	12,543
Investment income	4	115	-	115	-
<b>Total</b>		169,498	134,830	304,328	285,292
<b>EXPENDITURE ON</b>					
Raising funds	6	-	-	-	1,883
<b>Charitable activities</b>					
Charitable activities	7	109,197	106,080	215,277	238,603
<b>Total</b>		109,197	106,080	215,277	240,486
<b>NET INCOME</b>		60,301	28,750	89,051	44,806
<b>RECONCILIATION OF FUNDS</b>					
<b>Total funds brought forward</b>		163,719	8,609	172,328	127,522
<b>TOTAL FUNDS CARRIED FORWARD</b>		224,020	37,359	261,379	172,328

The notes form part of these financial statements

**EPPING FOREST DISTRICT CITIZENS ADVICE  
BUREAU**

**BALANCE SHEET  
31 MARCH 2021**

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
<b>CURRENT ASSETS</b>					
Debtors	10	14,514	-	14,514	14,921
Cash at bank and in hand		212,513	37,359	249,872	161,831
		<u>227,027</u>	<u>37,359</u>	<u>264,386</u>	<u>176,752</u>
<b>CREDITORS</b>					
Amounts falling due within one year	11	(3,007)	-	(3,007)	(4,424)
		<u>224,020</u>	<u>37,359</u>	<u>261,379</u>	<u>172,328</u>
<b>NET CURRENT ASSETS</b>					
		<u>224,020</u>	<u>37,359</u>	<u>261,379</u>	<u>172,328</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>					
		224,020	37,359	261,379	172,328
<b>NET ASSETS</b>					
		<u>224,020</u>	<u>37,359</u>	<u>261,379</u>	<u>172,328</u>
<b>FUNDS</b>					
Unrestricted funds	13			224,020	163,719
Restricted funds				37,359	8,609
<b>TOTAL FUNDS</b>					
				<u>261,379</u>	<u>172,328</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

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

The notes form part of these financial statements

**EPPING FOREST DISTRICT CITIZENS ADVICE  
BUREAU**

**BALANCE SHEET - continued  
31 MARCH 2021**

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

The financial statements were approved by the Board of Trustees and authorised for issue on 21 October 2021 and were signed on its behalf by:

N Conway - Trustee

A handwritten signature in black ink, appearing to read 'N Conway', with a horizontal line extending from the end of the signature.

A M Happell - Trustee

A handwritten signature in black ink, appearing to read 'A M Happell', written in a cursive style.

The notes form part of these financial statements

**EPPING FOREST DISTRICT CITIZENS ADVICE  
BUREAU**

**CASH FLOW STATEMENT  
FOR THE YEAR ENDED 31 MARCH 2021**

	Notes	2021 £	2020 £
<b>Cash flows from operating activities</b>			
Cash generated from operations	1	87,933	35,056
Net cash provided by operating activities		<u>87,933</u>	<u>35,056</u>
<b>Cash flows from investing activities</b>			
Interest received		115	-
Net cash provided by investing activities		<u>115</u>	<u>-</u>
<b>Change in cash and cash equivalents in the reporting period</b>			
		88,048	35,056
<b>Cash and cash equivalents at the beginning of the reporting period</b>	2	<u>161,824</u>	<u>126,768</u>
<b>Cash and cash equivalents at the end of the reporting period</b>	2	<u><u>249,872</u></u>	<u><u>161,824</u></u>

The notes form part of these financial statements

**EPPING FOREST DISTRICT CITIZENS ADVICE  
BUREAU**

**NOTES TO THE CASH FLOW STATEMENT  
FOR THE YEAR ENDED 31 MARCH 2021**

<b>1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES</b>	<b>2021</b> £	<b>2020</b> £	
Net income for the reporting period (as per the Statement of Financial Activities)	89,051	44,806	
Adjustments for:			
Interest received	(115)	-	
Decrease in debtors	407	112	
Decrease in creditors	(1,410)	(9,862)	
<b>Net cash provided by operations</b>	<u>87,933</u>	<u>35,056</u>	
<b>2. ANALYSIS OF CASH AND CASH EQUIVALENTS</b>	<b>2021</b> £	<b>2020</b> £	
Cash in hand	154	154	
Notice deposits (less than 3 months)	249,718	161,677	
Overdrafts included in bank loans and overdrafts falling due within one year	-	(7)	
<b>Total cash and cash equivalents</b>	<u>249,872</u>	<u>161,824</u>	
<b>3. ANALYSIS OF CHANGES IN NET FUNDS</b>	<b>At 1/4/20</b> £	<b>Cash flow</b> £	<b>At 31/3/21</b> £
<b>Net cash</b>			
Cash at bank and in hand	161,831	88,041	249,872
Bank overdraft	(7)	7	-
	<u>161,824</u>	<u>88,048</u>	<u>249,872</u>
<b>Total</b>	<u>161,824</u>	<u>88,048</u>	<u>249,872</u>

The notes form part of these financial statements

**EPPING FOREST DISTRICT CITIZENS ADVICE  
BUREAU**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2021**

**1. ACCOUNTING POLICIES**

**Basis of preparing the financial statements**

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

Epping Forest District Citizens Advice Bureau is a charitable company, limited by guarantee, incorporated in England & Wales. The registered office is detailed on page 1 of the accounts. The financial statements are presented in pounds sterling which is the functional currency of the charitable company.

**Income**

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

**Expenditure**

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

**Taxation**

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1998 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable activities.

**Fund accounting**

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

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

Designated funds are allocated out of unrestricted funds by the trustees for specific purposes. The use of such funds is at the trustees' discretion.

**Pension costs and other post-retirement benefits**

The charity operates defined contribution pension arrangements and the pension payments are charged to the statement of financial activities in the period in which they are incurred.

**EPPING FOREST DISTRICT CITIZENS ADVICE  
BUREAU**

**NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 MARCH 2021**

**2. DONATIONS AND LEGACIES**

	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
Donations	7,469	-	7,469	5,677

**3. OTHER INCOME**

	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
Fundraising events	2,388	-	2,388	12,490
Deposit account interest	30	-	30	53
	<u>2,418</u>	<u>-</u>	<u>2,418</u>	<u>12,543</u>

**4. INVESTMENT INCOME**

	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
Miscellaneous income	115	-	115	-

**5. INCOME FROM CHARITABLE ACTIVITIES**

	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
<b>Grants</b>				
Epping Forest District Council - General Advice	113,840	--	113,840	134,840
Epping Forest District Council - Debt Advice	--	42,000	42,000	20,980
Essex County Council	16,924	--	16,924	11,105
Essex Community Fund	2,901	--	2,901	9,500
Big Lottery Fund	--	--	--	10,000
Loughton Mens Institute	10,000	--	10,000	10,000
Loughton Town Council	8,500	--	8,500	8,500
Waltham Abbey Town Council	--	--	--	2,300
Epping Town Council	--	--	--	1,500
Citizens Advice	17,788	60,780	78,568	53,827
BEIS	--	21,550	21,550	--
Other grants and fees	43	--	43	4,500
	<u>169,996</u>	<u>124,330</u>	<u>294,326</u>	<u>267,052</u>

**EPPING FOREST DISTRICT CITIZENS ADVICE  
BUREAU**

**NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 MARCH 2021**

**6. RAISING FUNDS**

	Unrestricted <b>General Advisory Services</b> £	Restricted <b>Debt Mitigation Service</b> £	Restricted <b>Universal Support</b> £	2021 <b>Total funds</b> £	2020 <b>Total funds</b> £
<b>Cost of raising funds</b>	--	--	--	--	1,883

**7. CHARITABLE ACTIVITIES COSTS**

	Unrestricted <b>General Advisory</b> £	Restricted <b>Debt Mitigation</b> £	Restricted <b>Universal Support</b> £	Restricted <b>Other</b> £	2021 <b>Total funds</b> £	2020 <b>Total funds</b> £
Staff Costs	79,235	40,576	54,101	1,434	175,346	173,836
Other direct costs	--	--	--	--	--	7,683
Support costs	--	--	--	--	--	59,034
	<u>79,235</u>	<u>40,576</u>	<u>54,101</u>	<u>1,434</u>	<u>175,346</u>	<u>240,553</u>
<b>Support costs</b>						
Management Office, IT & Communications	--	--	--	--	--	2,495
Premises	14,372	2,798	1,983	89	19,242	26,647
Governance	15,335	2,091	2,940	68	20,434	27,194
Other	600	--	--	--	600	312
	<u>30,307</u>	<u>4,889</u>	<u>4,923</u>	<u>157</u>	<u>40,276</u>	<u>59,034</u>

The basis of allocation of staff costs is hours worked.

**8. TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

**Trustees' expenses**

No trustee was remunerated for any services. During this year, and the previous year, no expenses were reimbursed to the trustees. The trustees had indemnity insurance in place during the year.

**EPPING FOREST DISTRICT CITIZENS ADVICE  
BUREAU**

**NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 MARCH 2021**

**9. STAFF COSTS**

	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Wages and salaries	172,420	161,420
Social security costs	2,926	6,410
Other pension costs	-	7,216
	<u>175,346</u>	<u>175,046</u>

No staff received total employee benefits exceeding £60,000.

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

	<b>2021</b>	<b>2020</b>
Charitable purposes	8	8
Management and administration of charity	2	2
	<u>10</u>	<u>10</u>

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

**Pension Costs** - Pension arrangements for employees is operated on a defined contributions basis and are open to all employees at any time. The company contributes 6% of pensionable earnings. The assets of the scheme are held separately from those of the company in schemes managed by Aviva and Standard Life. The pension contributions shown in the year represent the contributions payable by the company.

**10. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Other debtors	1,595	2
Prepayments and accrued income	4,419	4,419
Grants receivable	8,500	10,500
	<u>14,514</u>	<u>14,921</u>

**11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Bank loans and overdrafts (see note 12)	-	7
Social security and other taxes	2,487	2,072
Other creditors	-	1,712
Accruals and deferred income	520	633
	<u>3,007</u>	<u>4,424</u>

**EPPING FOREST DISTRICT CITIZENS ADVICE  
BUREAU**

**NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 MARCH 2021**

**12. LOANS**

An analysis of the maturity of loans is given below:

	2021 £	2020 £
Amounts falling due within one year on demand:		
Bank overdrafts	-	7
	<u>          </u>	<u>          </u>

**13. MOVEMENT IN FUNDS**

	At 1/4/20 £	Net movement in funds £	At 31/3/21 £
<b>Unrestricted funds</b>			
General fund	113,719	60,301	174,020
Unrestricted designated funds	50,000	-	50,000
	<u>163,719</u>	<u>60,301</u>	<u>224,020</u>
<b>Restricted funds</b>			
Training & Development Fund	8,609	-	8,609
Universal Support	-	941	941
Debt Mitigation Service	-	7,850	7,850
BEIS/Covid	-	19,959	19,959
	<u>8,609</u>	<u>28,750</u>	<u>37,359</u>
<b>TOTAL FUNDS</b>	<u>172,328</u>	<u>89,051</u>	<u>261,379</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	169,498	(109,197)	60,301
<b>Restricted funds</b>			
Universal Support	60,780	(59,839)	941
Debt Mitigation Service	52,500	(44,650)	7,850
BEIS/Covid	21,550	(1,591)	19,959
	<u>134,830</u>	<u>(106,080)</u>	<u>28,750</u>
<b>TOTAL FUNDS</b>	<u>304,328</u>	<u>(215,277)</u>	<u>89,051</u>

**EPPING FOREST DISTRICT CITIZENS ADVICE  
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**NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 MARCH 2021**

**13. MOVEMENT IN FUNDS - continued**

**Comparatives for movement in funds**

	At 1/4/19 £	Net movement in funds £	Transfers between funds £	At 31/3/20 £
<b>Unrestricted funds</b>				
General fund	72,629	88,417	(47,327)	113,719
Unrestricted designated funds	50,000	-	-	50,000
	<u>122,629</u>	<u>88,417</u>	<u>(47,327)</u>	<u>163,719</u>
<b>Restricted funds</b>				
Training & Development Fund	-	8,609	-	8,609
Universal Support	4,893	(26,462)	21,569	-
Debt Mitigation Service	-	(25,758)	25,758	-
	<u>4,893</u>	<u>(43,611)</u>	<u>47,327</u>	<u>8,609</u>
<b>TOTAL FUNDS</b>	<u><u>127,522</u></u>	<u><u>44,806</u></u>	<u><u>-</u></u>	<u><u>172,328</u></u>

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

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	225,927	(137,510)	88,417
<b>Restricted funds</b>			
Training & Development Fund	10,000	(1,391)	8,609
Universal Support	28,358	(54,820)	(26,462)
Debt Mitigation Service	21,007	(46,765)	(25,758)
	<u>59,365</u>	<u>(102,976)</u>	<u>(43,611)</u>
<b>TOTAL FUNDS</b>	<u><u>285,292</u></u>	<u><u>(240,486)</u></u>	<u><u>44,806</u></u>

**Purpose of restricted funds**

Debt mitigation advice project - Funding provided by Epping Forest District Council helped to fund our debt advice and mitigation project.

The training and development project is funded by the Big Lottery to develop service delivery and quality of performance.

The universal support project is funded by Citizens Advice to deliver Help to Claim.

**Designated funds**

Designated funds held are divided into four headings, primarily to provide for the potential need to cover a reduction or withdrawal in funding resources where new sources of funding cannot be found. Amounts have been designated to provide for any salary and restructuring costs, against failure of vital IT or other equipment needing immediate repair or replacement and refurbishment or fitting out of existing or new premises and where the cost cannot be met from an in-year budget.

**EPPING FOREST DISTRICT CITIZENS ADVICE  
BUREAU**

**NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 MARCH 2021**

**13. MOVEMENT IN FUNDS - continued**

	2021 £	2020 £
Redundancy reserve	20,000	20,000
Salary reserve	20,000	20,000
Lease and rates reserve	10,000	10,000
	<u>50,000</u>	<u>50,000</u>

**14. RELATED PARTY DISCLOSURES**

There have been no related party transactions identified in accordance with FRS 102. There were transactions between Citizens Advice in relation to insurance and information services.